TO220 Z2602860

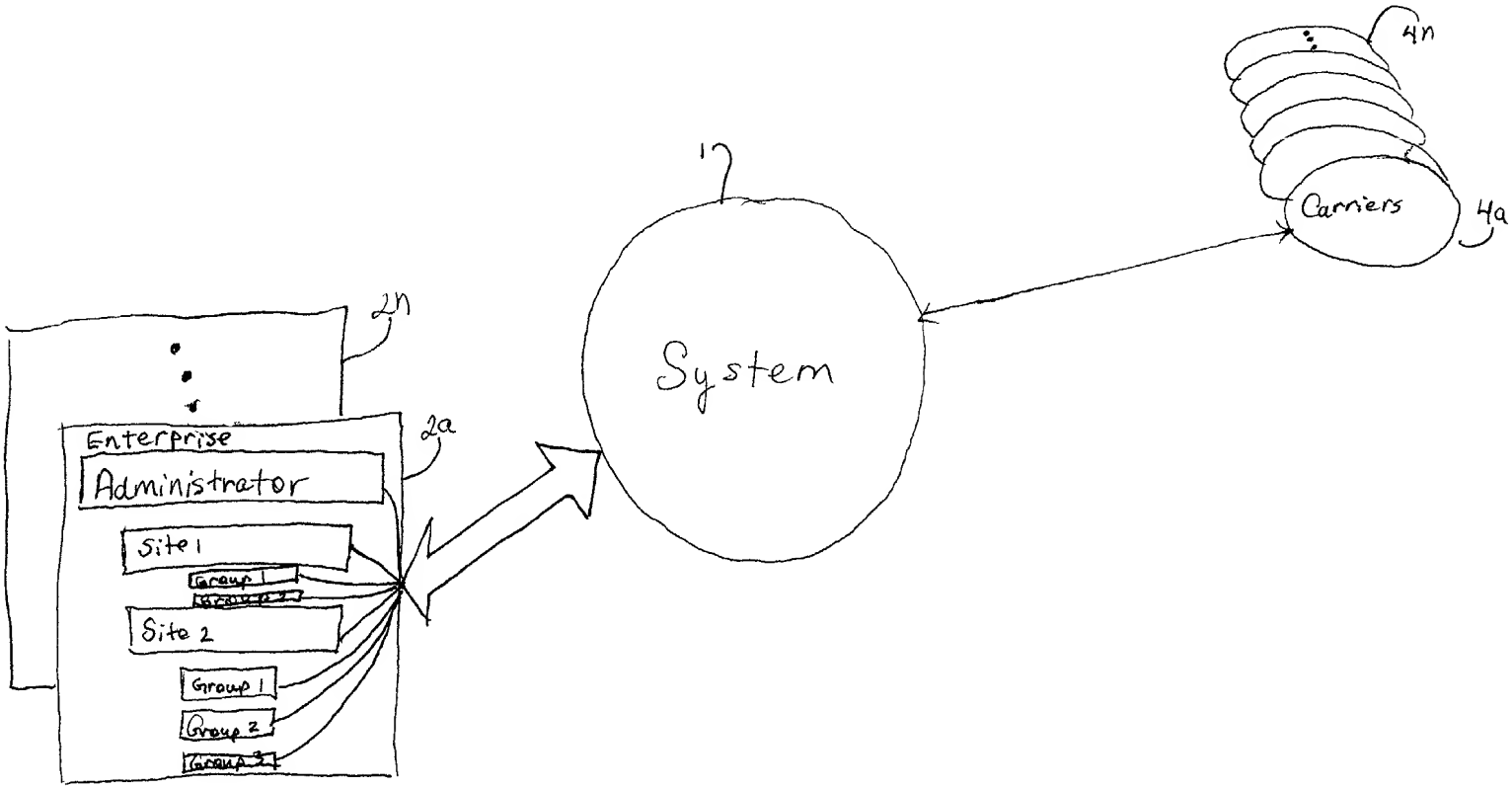
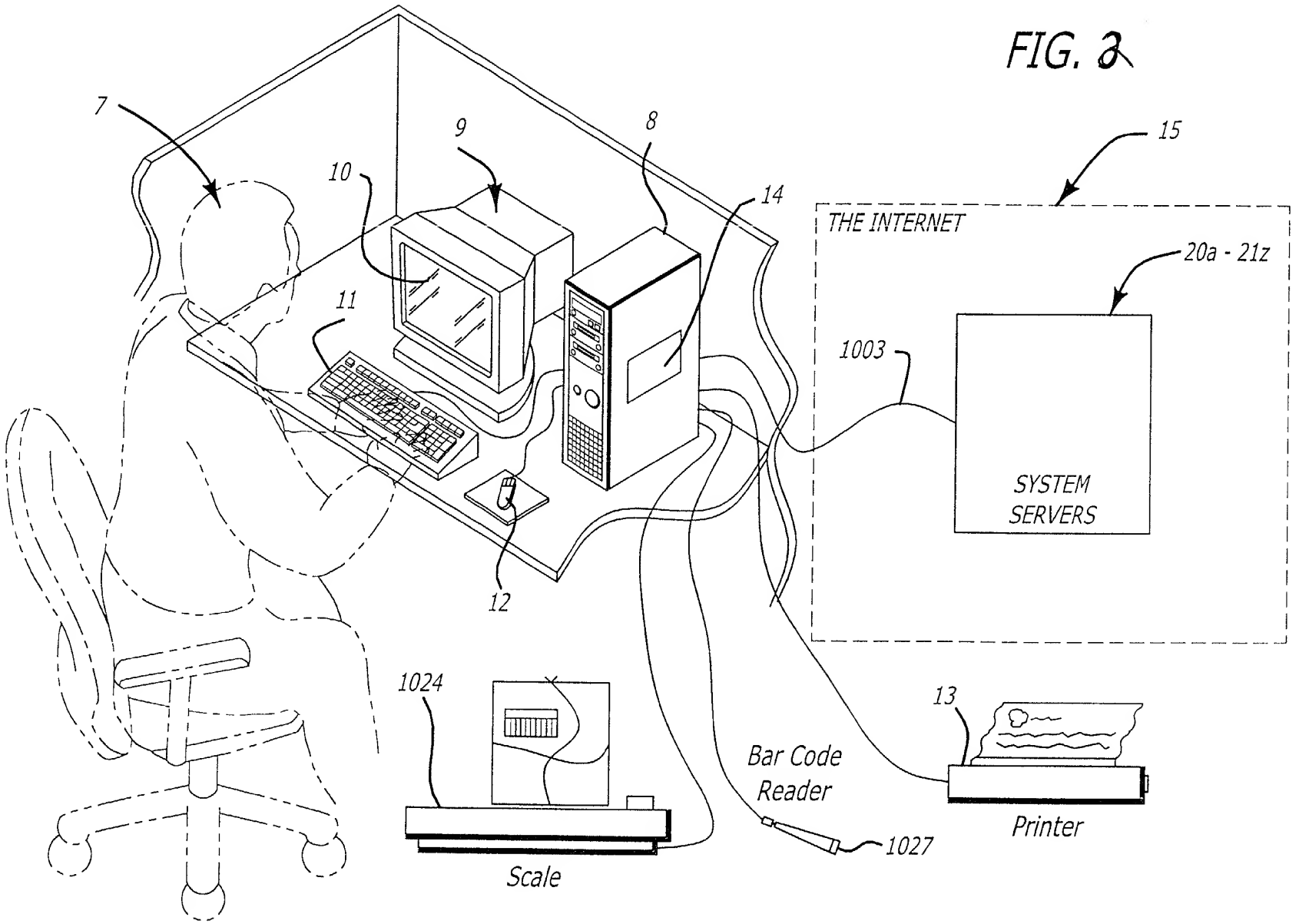


FiG. 1

FIG. 2


7
9
8
10
14
15
THE INTERNET
20a - 21z
11
1003
SYSTEM SERVERS
12
1024
13
Bar Code Reader
1027
Printer
Scale

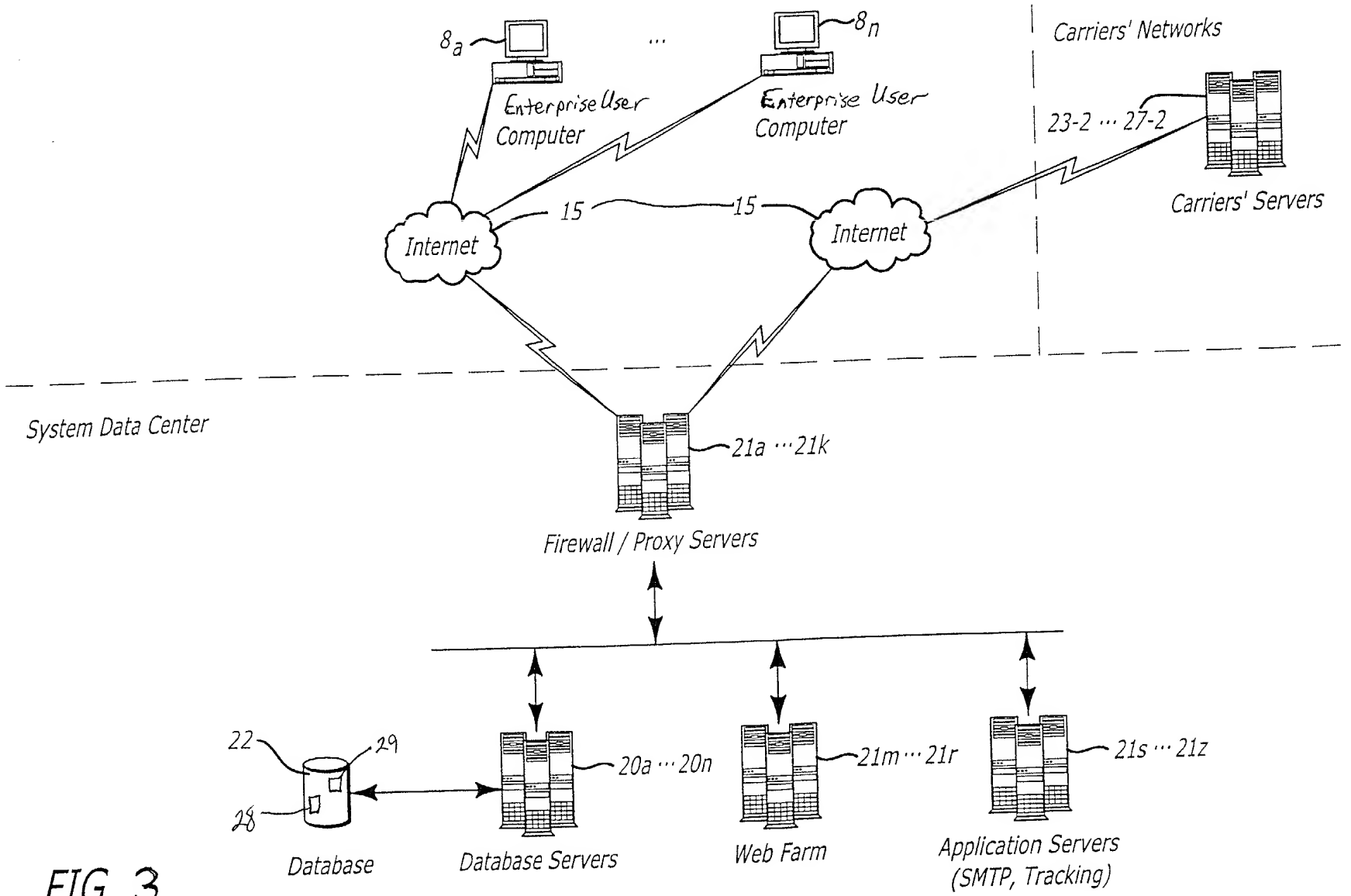

8a
8n
Enterprise User Computer
Enterprise User Computer
Carriers' Networks
23-2 ··· 27-2
Carriers' Servers
15
15
Internet
Internet
System Data Center
21a ···21k
Firewall / Proxy Servers
22
29
28
20a ··· 20n
21m ··· 21r
21s ··· 21z
Database
Database Servers
Web Farm
Application Servers (SMTP, Tracking)

FIG. 3

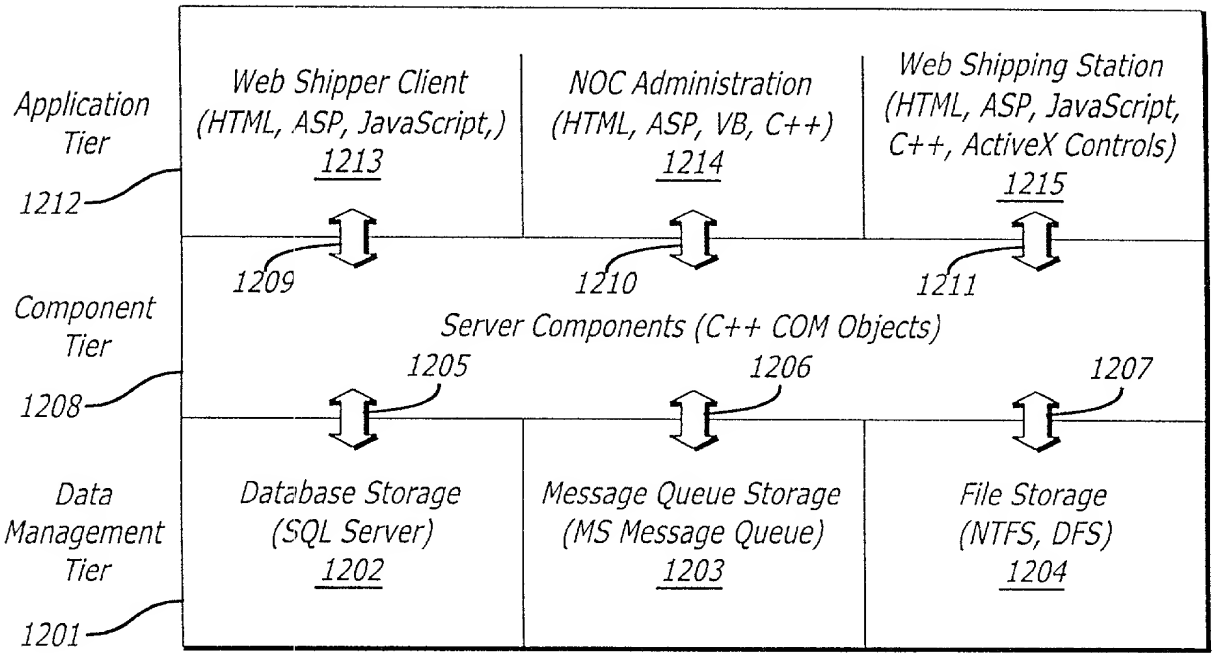

Application Tier
1212
Web Shipper Client (HTML, ASP, JavaScript,)
1213
NOC Administration (HTML, ASP, VB, C++)
1214
Web Shipping Station (HTML, ASP, JavaScript, C++, ActiveX Controls)
1215
1209
1210
1211
Component Tier
1208
Server Components (C++ COM Objects)
1205
1206
1207
Data Management Tier
1201
Database Storage (SQL Server)
1202
Message Queue Storage (MS Message Queue)
1203
File Storage (NTFS, DFS)
1204

FIG. 4

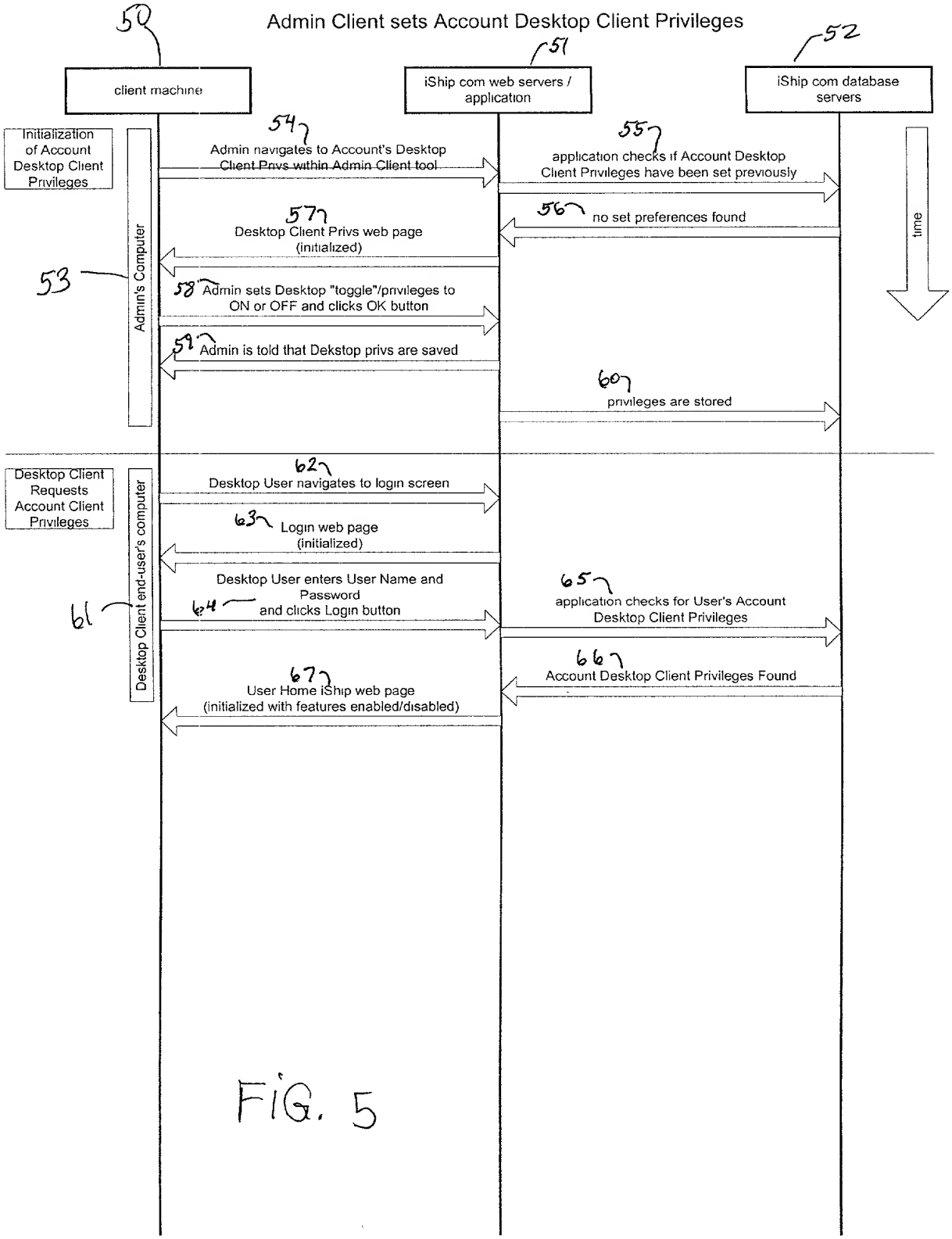

Admin Client sets Account Desktop Client Privileges
50
client machine
51
iShip com web servers / application
52
iShip com database servers
time
Initialization of Account Desktop Client Privileges
Admin's Computer
53
54 Admin navigates to Account's Desktop Client Privs wthin Admin Client tool
55 application checks if Account Desktop Client Privileges have been set previously
56 no set preferences found
57 Desktop Client Privs web page (initialized)
58 Admin sets Desktop "toggle"/privileges to ON or OFF and clicks OK button
59 Admin is told that Dekstop privs are saved
60 privileges are stored
Desktop Client Requests Account Client Privileges
Desktop Client end-user's computer
61
62 Desktop User navigates to login screen
63 Login web page (initialized)
64 Desktop User enters User Name and Password and clicks Login button
65 application checks for User's Account Desktop Client Privileges
66 Account Desktop Client Privileges Found
67 User Home iShip web page (initialized with features enabled/disabled)

FIG. 5

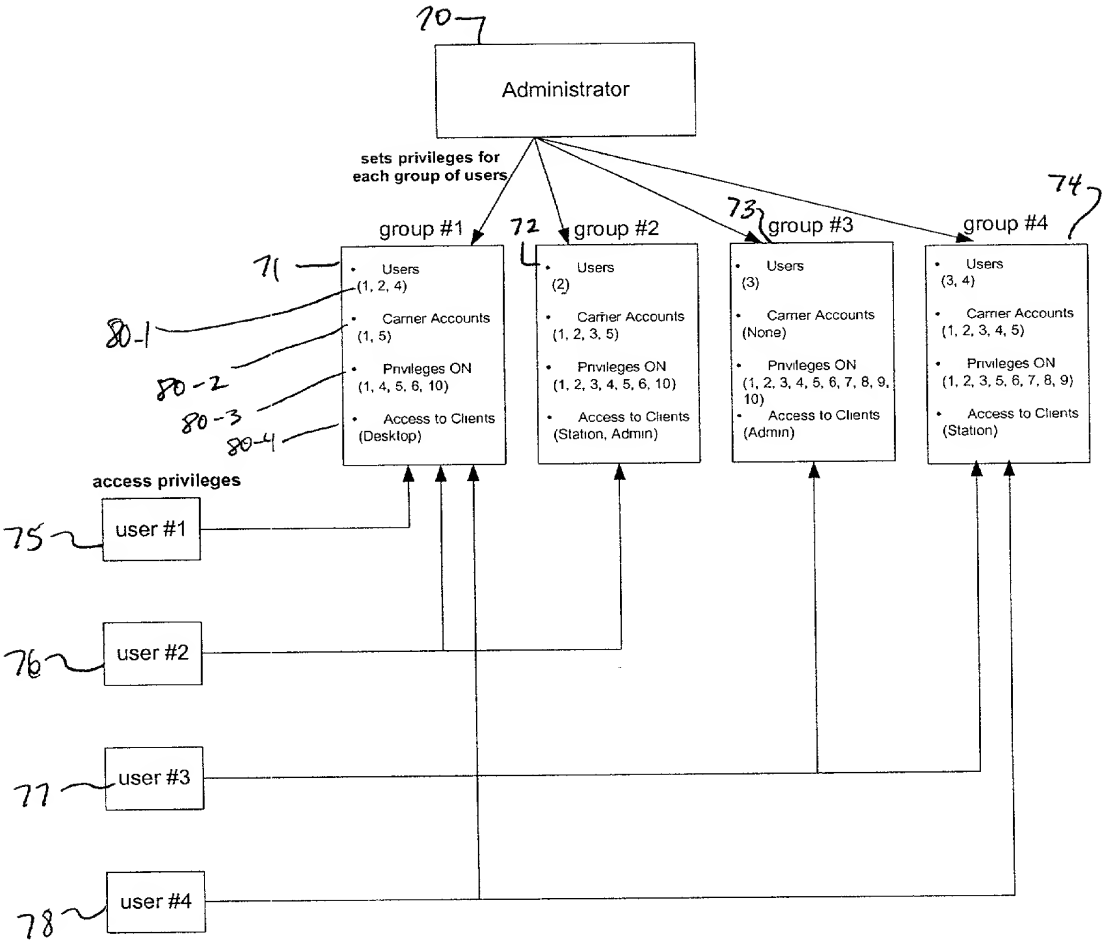

70
Administrator
sets privileges for each group of users
group #1
72
group #2
73
group #3
74
group #4
71
• Users (1, 2, 4)
• Carrier Accounts (1, 5)
• Privileges ON (1, 4, 5, 6, 10)
• Access to Clients (Desktop)
80-1
80-2
80-3
80-4
• Users (2)
• Carrier Accounts (1, 2, 3, 5)
• Privileges ON (1, 2, 3, 4, 5, 6, 10)
• Access to Clients (Station, Admin)
• Users (3)
• Carrier Accounts (None)
• Privileges ON (1, 2, 3, 4, 5, 6, 7, 8, 9, 10)
• Access to Clients (Admin)
• Users (3, 4)
• Carrier Accounts (1, 2, 3, 4, 5)
• Privileges ON (1, 2, 3, 5, 6, 7, 8, 9)
• Access to Clients (Station)
access privileges
75
user #1
76
user #2
77
user #3
78
user #4

Fig. 6

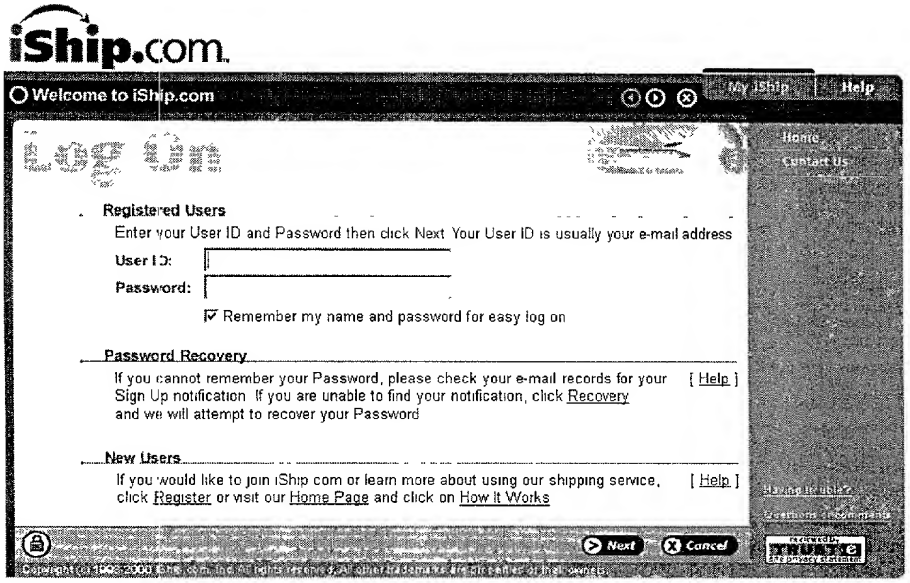

iShip.com
Welcome to iShip.com
My iShip
Help
Home
Contact Us
Registered Users
Enter your User ID and Password then click Next Your User ID is usually your e-mail address
User ID:
Password:
Remember my name and password for easy log on
Password Recovery
If you cannot remember your Password, please check your e-mail records for your Sign Up notification If you are unable to find your notification, click Recovery and we will attempt to recover your Password
[Help]
New Users
If you would like to join iShip com or learn more about using our shipping service, click Register or visit our Home Page and click on How it Works
[Help]
Next
Cancel

FIG. 7

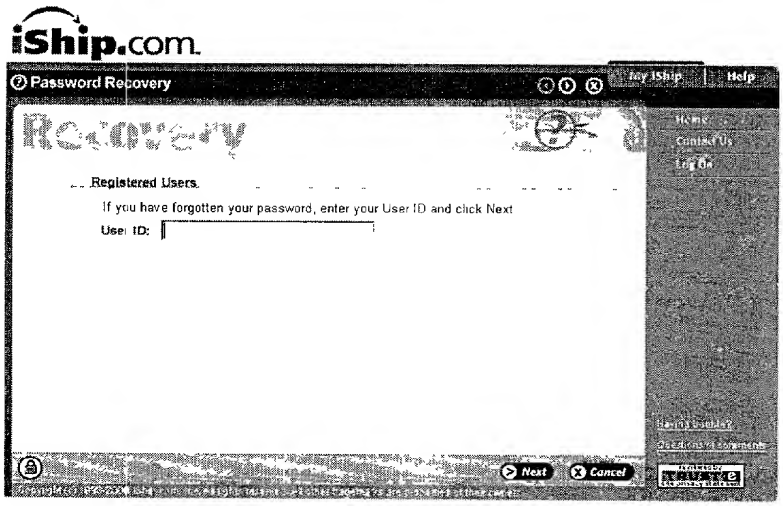

iShip.com
Password Recovery
My iShip
Help
Recovery
Registered Users
If you have forgotten your password, enter your User ID and click Next
User ID:
Home
Contact Us
Log On
Next
Cancel

FIG. 8

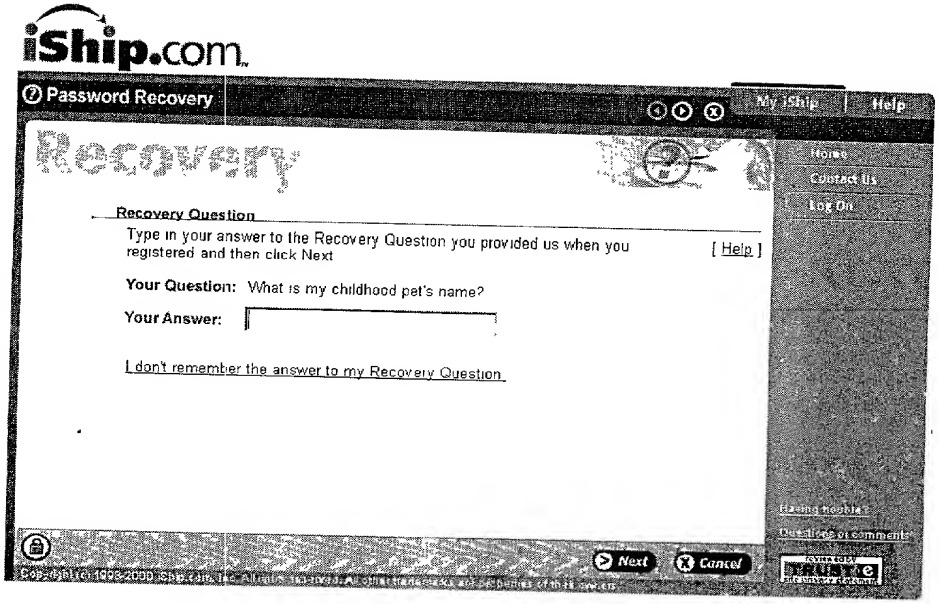

iShip.com
Password Recovery
My iShip
Help
Recovery
Recovery Question
Type in your answer to the Recovery Question you provided us when you registered and then click Next
[Help]
Your Question: What is my childhood pet's name?
Your Answer:
I don't remember the answer to my Recovery Question
Home
Contact Us
Log On
Next
Cancel

FIG. 9

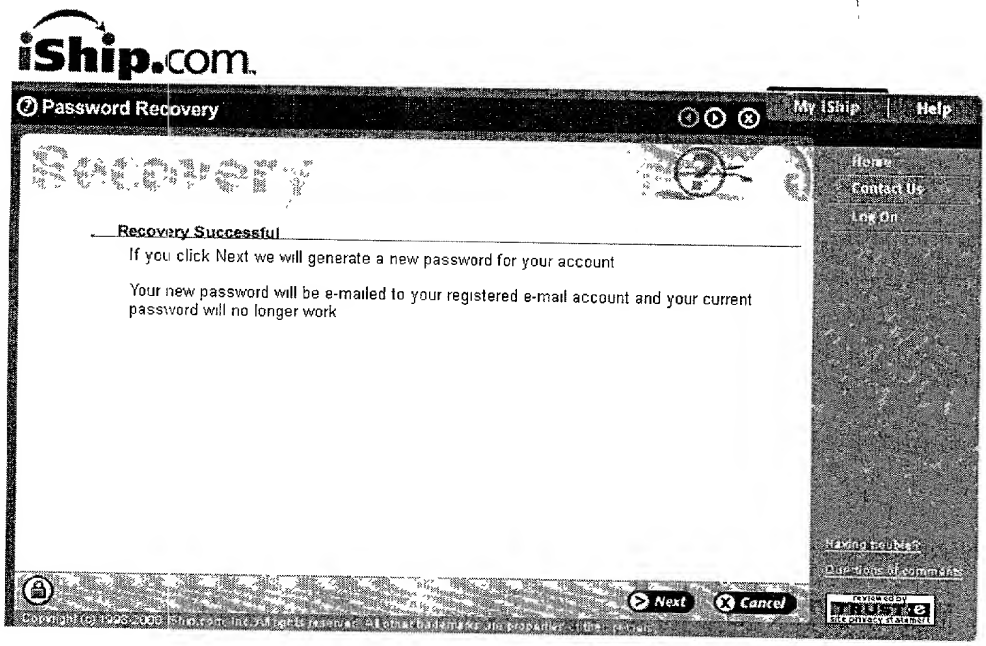

iShip.com
Password Recovery
My iShip
Help
Recovery
Home
Contact Us
Log On
Recovery Successful
If you click Next we will generate a new password for your account
Your new password will be e-mailed to your registered e-mail account and your current password will no longer work
Having trouble?
Questions or comments
Next
Cancel

FIG. 10

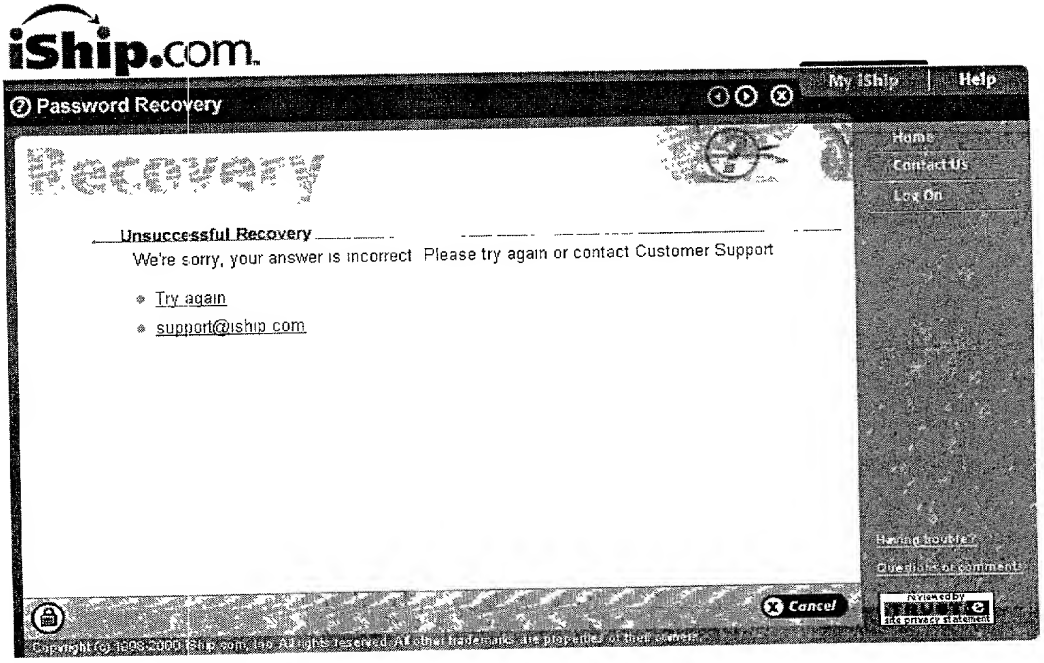

iShip.com
Password Recovery
My iShip
Help
Recovery
Home
Contact Us
Log On
Unsuccessful Recovery
We're sorry, your answer is incorrect Please try again or contact Customer Support
Try again
support@iship.com
Having trouble?
Questions or comments
Cancel

FIG. 11

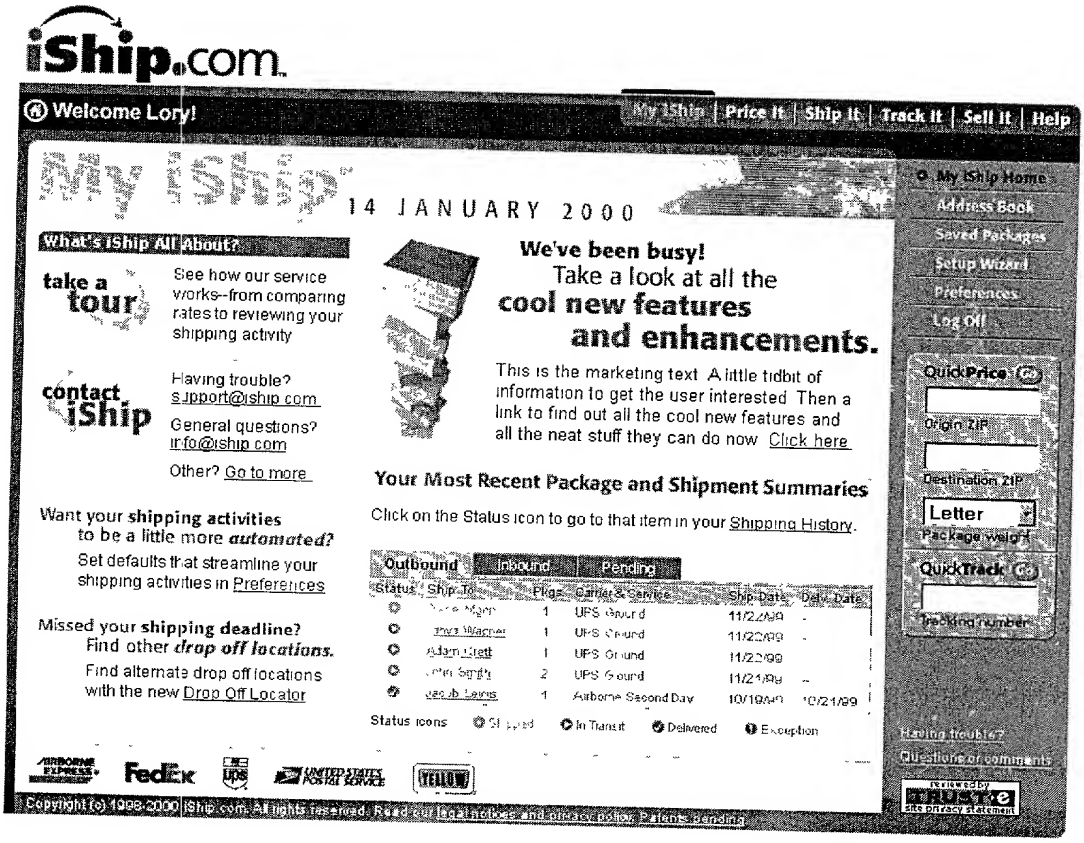

iShip.com
Welcome Lory!
My iShip | Price It | Ship It | Track It | Sell It | Help
My iShip
14 JANUARY 2000
What's iShip All About?
take a tour
See how our service works--from comparing rates to reviewing your shipping activity
contact iShip
Having trouble? support@iship.com
General questions? info@iship.com
Other? Go to more
Want your shipping activities to be a little more automated?
Set defaults that streamline your shipping activities in Preferences
Missed your shipping deadline? Find other drop off locations.
Find alternate drop off locations with the new Drop Off Locator
We've been busy!
Take a look at all the cool new features and enhancements.
This is the marketing text. A little tidbit of information to get the user interested. Then a link to find out all the cool new features and all the neat stuff they can do now. Click here
Your Most Recent Package and Shipment Summaries
Click on the Status icon to go to that item in your Shipping History.
Outbound | Inbound | Pending
Status | Ship To | Pkgs | Carrier & Service | Ship Date | Del. Date
1 | UPS Ground | 11/22/99
1 | UPS Ground | 11/22/99
1 | UPS Ground | 11/22/99
2 | UPS Ground | 11/21/99
1 | Airborne Second Day | 10/19/99 | 10/21/99
Status Icons: Shipped | In Transit | Delivered | Exception
My iShip Home
Address Book
Saved Packages
Setup Wizard
Preferences
Log Off
QuickPrice
Origin ZIP
Destination ZIP
Letter
Package weight
QuickTrack
Tracking number
Having trouble?
Questions or comments
Click to verify
TRUSTe
Site Privacy Statement
Copyright (c) 1998-2000 iShip.com. All rights reserved. Read our boilerplate. Intellectual property. Patents pending.

FIG. 12

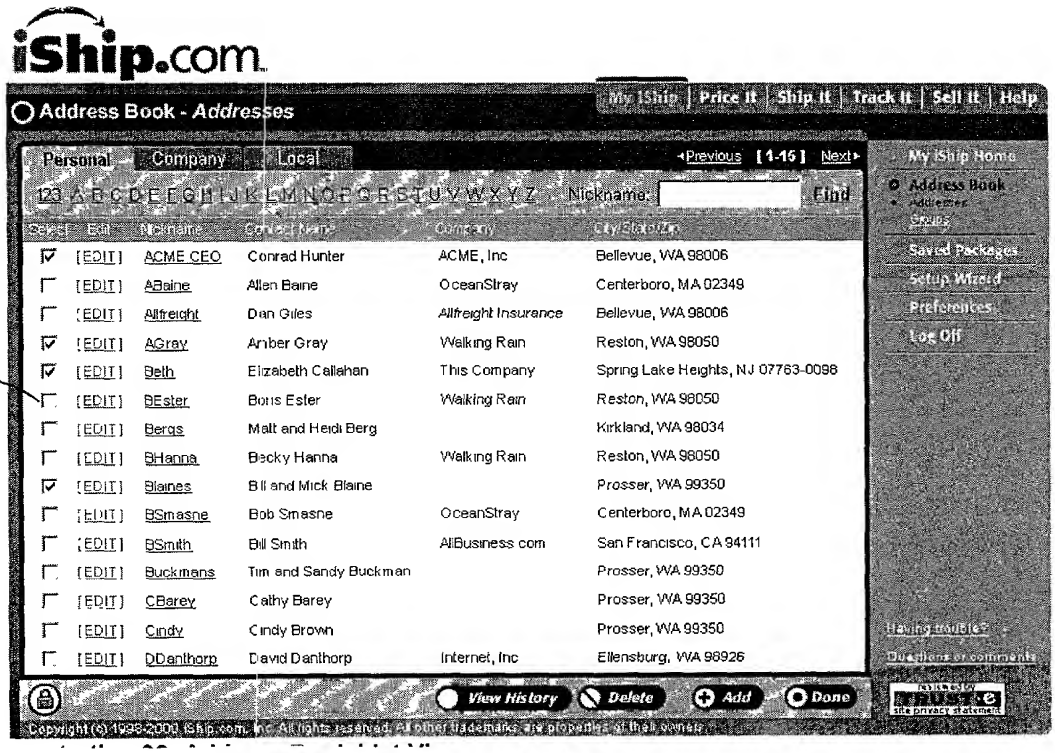

iShip.com
My iShip | Price It | Ship It | Track It | Sell It | Help
Address Book - Addresses
Personal | Company | Local
Previous [1-16] Next
123 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Nickname: Find
Select Edit Nickname Contact Name Company City/State/Zip
[EDIT] ACME CEO Conrad Hunter ACME, Inc Bellevue, WA 98006
[EDIT] ABaine Allen Baine OceanStray Centerboro, MA 02349
[EDIT] Allfreight Dan Giles Allfreight Insurance Bellevue, WA 98006
[EDIT] AGray Amber Gray Walking Rain Reston, WA 98050
[EDIT] Beth Elizabeth Callahan This Company Spring Lake Heights, NJ 07763-0098
[EDIT] BEster Boris Ester Walking Rain Reston, WA 98050
[EDIT] Bergs Malt and Heidi Berg Kirkland, WA 98034
[EDIT] BHanna Becky Hanna Walking Rain Reston, WA 98050
[EDIT] Blaines Bll and Mick Blaine Prosser, WA 99350
[EDIT] BSmasne Bob Smasne OceanStray Centerboro, MA 02349
[EDIT] BSmith Bill Smith AlBusiness com San Francisco, CA 94111
[EDIT] Buckmans Tim and Sandy Buckman Prosser, WA 99350
[EDIT] CBarey Cathy Barey Prosser, WA 99350
[EDIT] Cindy Cindy Brown Prosser, WA 99350
[EDIT] DDanthorp David Danthorp Internet, Inc Ellensburg, WA 98926
My iShip Home
Address Book
Addresses
Groups
Saved Packages
Setup Wizard
Preferences
Log Off
Having trouble?
Questions or comments
View History
Delete
Add
Done
TRUSTe site privacy statement
Copyright (c) 1998-2000 iShip.com, Inc. All rights reserved. All other trademarks are properties of their owners.
100

FIG. 13

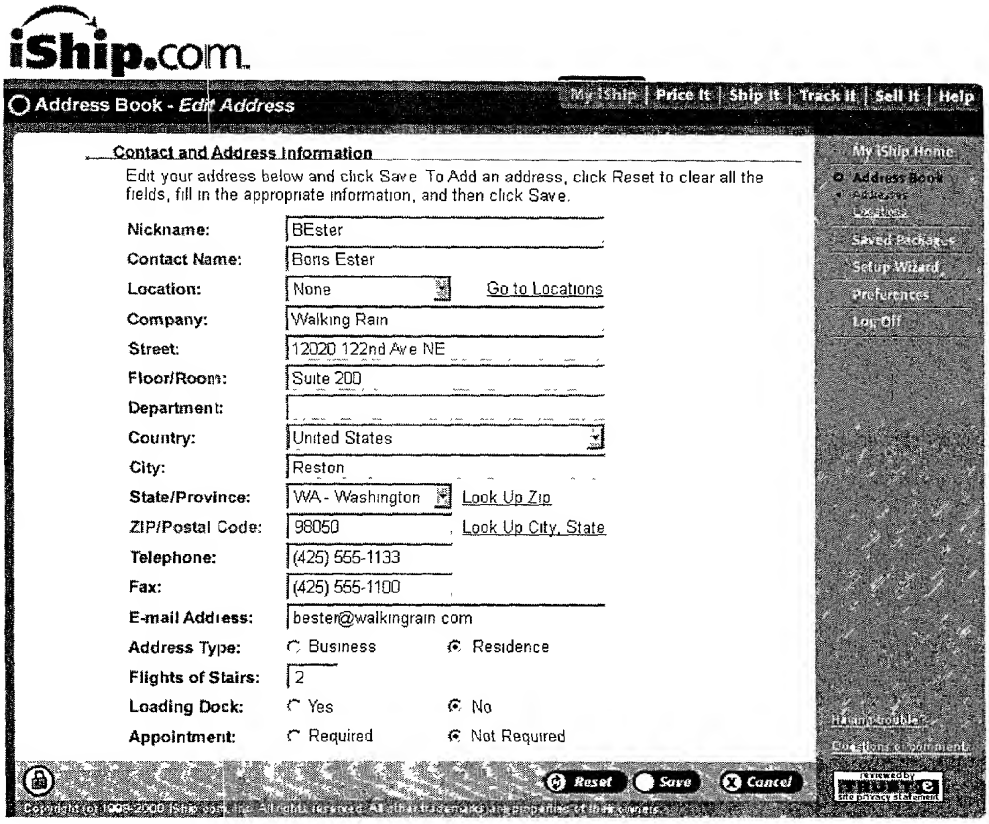

iShip.com
Address Book - Edit Address
My iShip | Price It | Ship It | Track It | Sell It | Help
Contact and Address Information
Edit your address below and click Save. To Add an address, click Reset to clear all the fields, fill in the appropriate information, and then click Save.
Nickname: BEster
Contact Name: Bons Ester
Location: None
Go to Locations
Company: Walking Rain
Street: 12020 122nd Ave NE
Floor/Room: Suite 200
Department:
Country: United States
City: Reston
State/Province: WA - Washington
Look Up Zip
ZIP/Postal Code: 98050
Look Up City, State
Telephone: (425) 555-1133
Fax: (425) 555-1100
E-mail Address: bester@walkingrain.com
Address Type: Business Residence
Flights of Stairs: 2
Loading Dock: Yes No
Appointment: Required Not Required
My iShip Home
Address Book
Saved Packages
Setup Wizard
Preferences
Log Off
Reset
Save
Cancel

FIG. 14

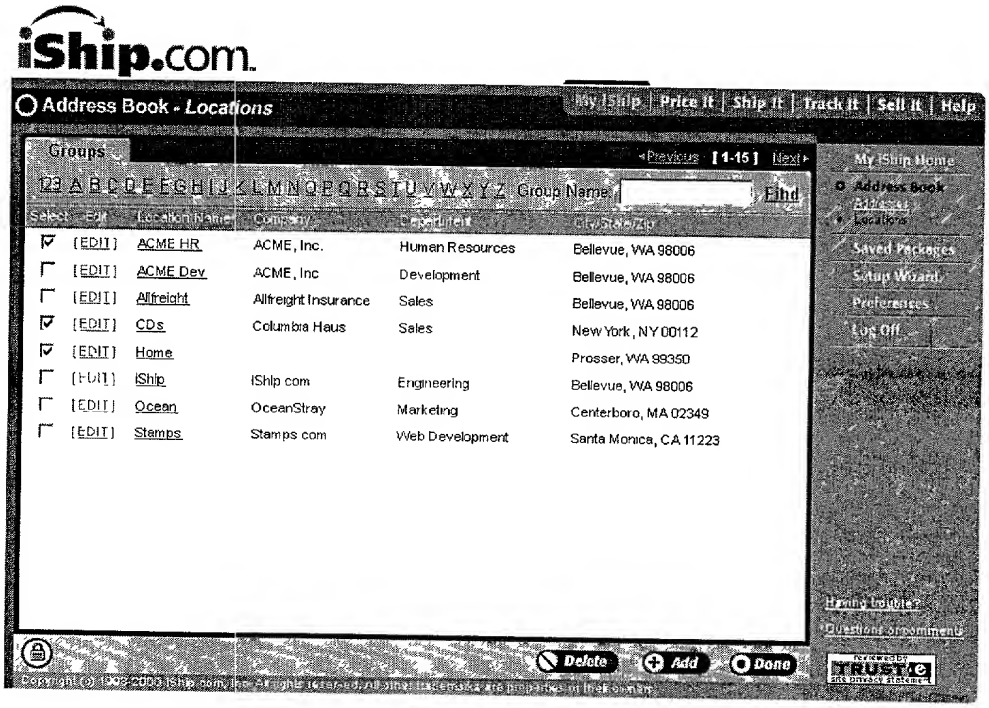

iShip.com
Address Book - Locations
Buy iShip | Price it | Ship it | Track it | Sell it | Help
Groups
Previous [1-15] Next
0-9 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Group Name: Find
Select Edit Location Name Company Department City/State/Zip
[EDIT] ACME HR ACME, Inc. Human Resources Bellevue, WA 98006
[EDIT] ACME Dev ACME, Inc Development Bellevue, WA 98006
[EDIT] Allfreight Allfreight Insurance Sales Bellevue, WA 98006
[EDIT] CDs Columbia Haus Sales New York, NY 00112
[EDIT] Home Prosser, WA 99350
[EDIT] iShip iShip com Engineering Bellevue, WA 98006
[EDIT] Ocean OceanStray Marketing Centerboro, MA 02349
[EDIT] Stamps Stamps com Web Development Santa Monica, CA 11223
My iShip Home
Address Book
Express Locations
Saved Packages
Setup Wizard
Preferences
Log Off
Having trouble?
Questions? comments
Delete
Add
Done
TRUSTe
Copyright © 1998-2000 iShip.com, Inc. All rights reserved. All other trademarks and properties are those of their owners.

FIG. 15

FIG. 16

Express Mail Label No. EV 326 076 529 US

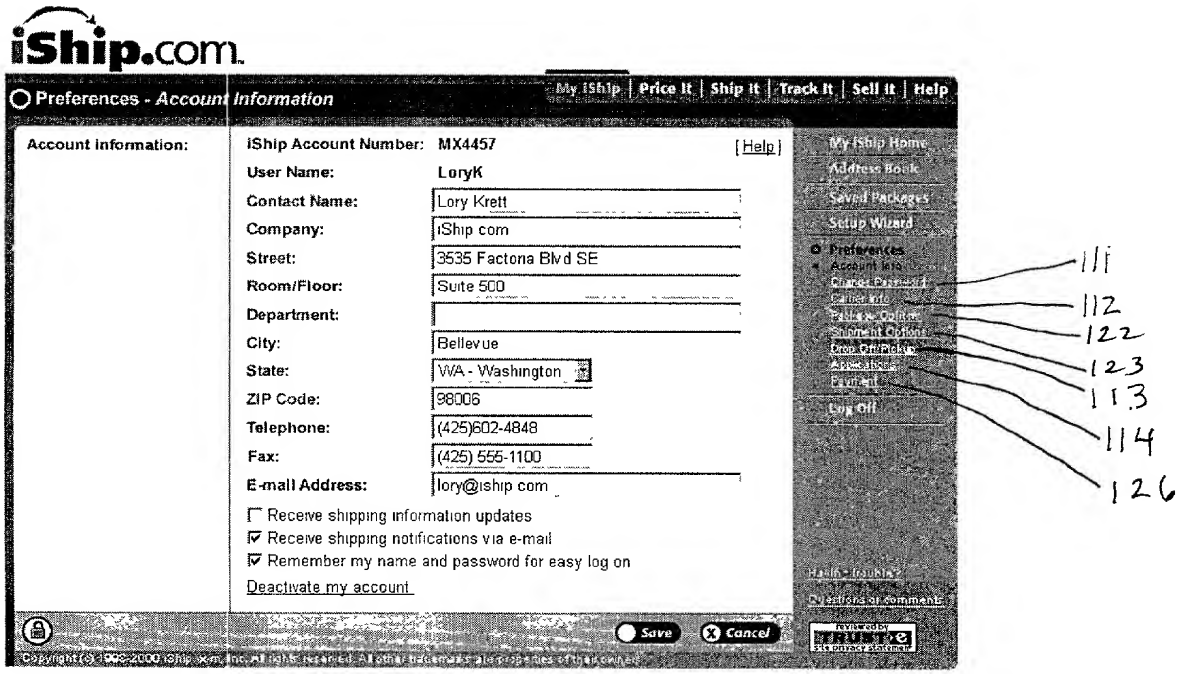

iShip.com
Preferences - Account Information
My iShip | Price It | Ship It | Track It | Sell It | Help
Account Information:
iShip Account Number: MX4457
[Help]
User Name: LoryK
Contact Name: Lory Krett
Company: iShip com
Street: 3535 Factoria Blvd SE
Room/Floor: Suite 500
Department:
City: Bellevue
State: WA - Washington
ZIP Code: 98006
Telephone: (425)602-4848
Fax: (425) 555-1100
E-mail Address: lory@iship com
Receive shipping information updates
Receive shipping notifications via e-mail
Remember my name and password for easy log on
Deactivate my account
Save
Cancel
My iShip Home
Address Book
Saved Packages
Setup Wizard
Preferences
Account Info
Change Password
Caller Info
Label to Online
Shipment Options
Drop Off/Pickup
Associations
Payment
Log Off
Questions or Comments?
Copyright © 1998-2000 iShip.com, Inc. All rights reserved. All other trademarks are properties of their owners.
111
112
122
123
113
114
126

FIG. 17

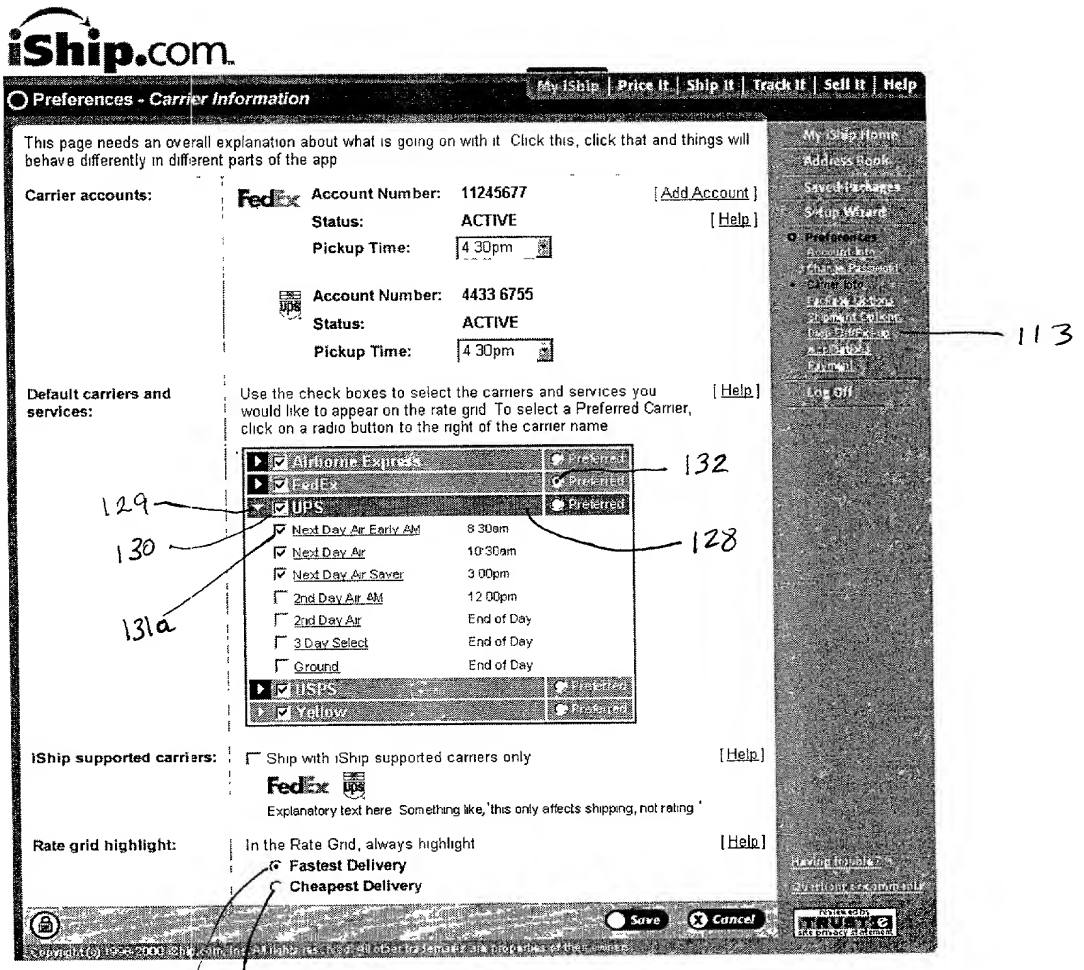

iShip.com
My iShip | Price It | Ship It | Track It | Sell It | Help
Preferences - Carrier Information
This page needs an overall explanation about what is going on with it Click this, click that and things will behave differently in different parts of the app
Carrier accounts:
FedEx Account Number: 11245677 [Add Account]
Status: ACTIVE [Help]
Pickup Time: 4 30pm
UPS Account Number: 4433 6755
Status: ACTIVE
Pickup Time: 4 30pm
Default carriers and services:
Use the check boxes to select the carriers and services you would like to appear on the rate grid To select a Preferred Carrier, click on a radio button to the right of the carrier name [Help]
Airborne Express
FedEx
UPS
Next Day Air Early AM 8 30am
Next Day Air 10:30am
Next Day Air Saver 3 00pm
2nd Day Air AM 12 00pm
2nd Day Air End of Day
3 Day Select End of Day
Ground End of Day
USPS
Yellow
Preferred
iShip supported carriers:
Ship with iShip supported carriers only [Help]
Explanatory text here Something like, 'this only affects shipping, not rating'
Rate grid highlight:
In the Rate Grid, always highlight [Help]
Fastest Delivery
Cheapest Delivery
Save
Cancel
My iShip Home
Address Book
Saved Packages
Set-up Wizard
Preferences
Log Off
113
129
130
131a
132
128
135
136

Fig. 18

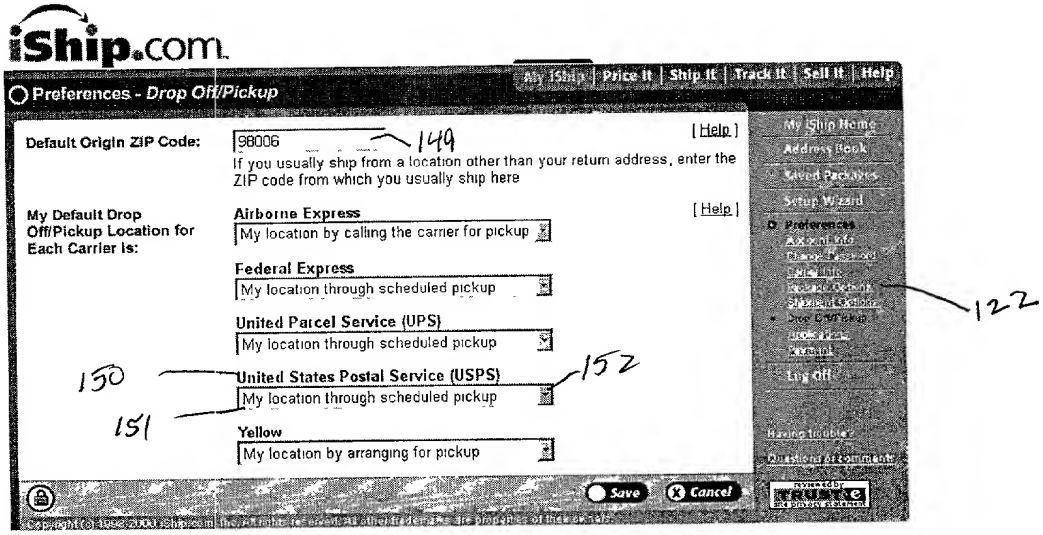

iShip.com
My iShip | Price it | Ship it | Track it | Sell it | Help
Preferences - Drop Off/Pickup
Default Origin ZIP Code:
98006
149
[Help]
If you usually ship from a location other than your return address, enter the ZIP code from which you usually ship here
My Default Drop Off/Pickup Location for Each Carrier is:
[Help]
Airborne Express
My location by calling the carrier for pickup
Federal Express
My location through scheduled pickup
United Parcel Service (UPS)
My location through scheduled pickup
150
United States Postal Service (USPS)
152
My location through scheduled pickup
151
Yellow
My location by arranging for pickup
Save
Cancel
My iShip Home
Address Book
Saved Packages
Setup Wizard
Preferences
Log Off
122

FIG. 19

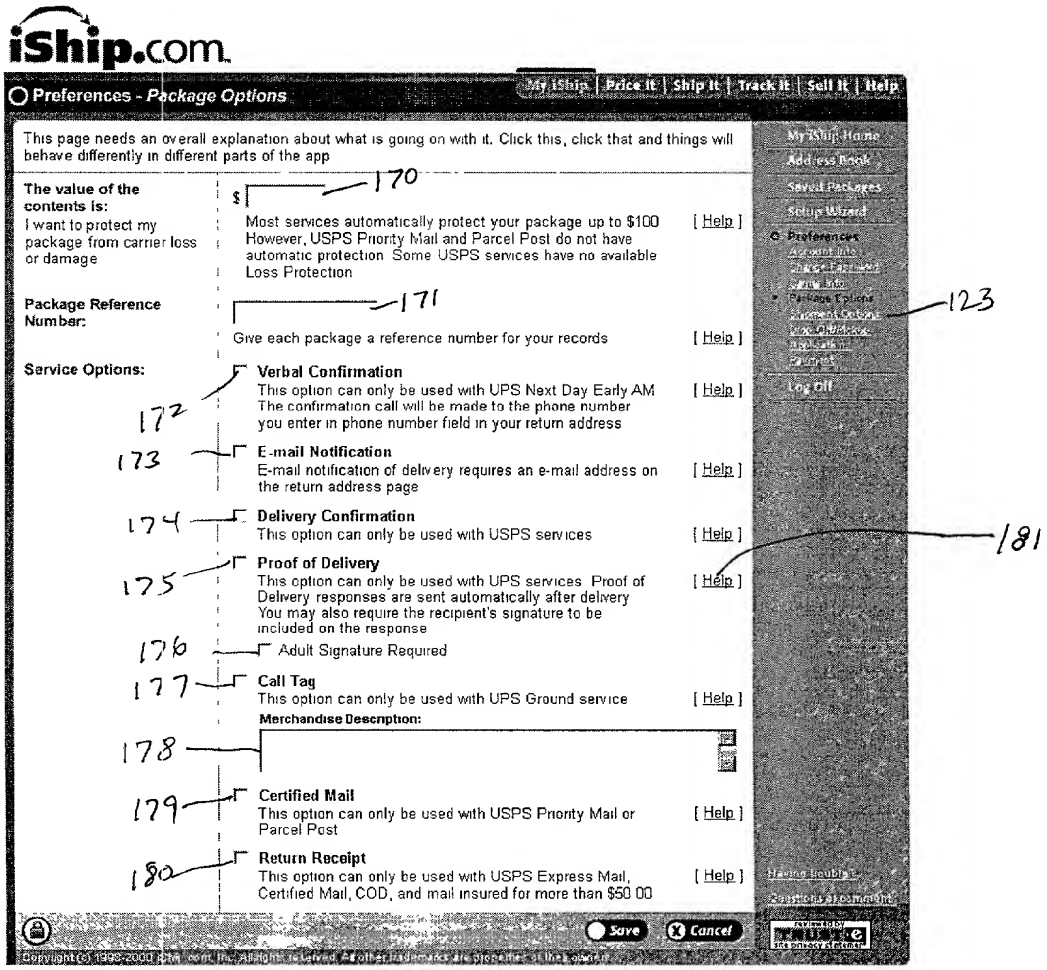

iShip.com
Preferences - Package Options
My iShip | Price it | Ship it | Track it | Sell it | Help
This page needs an overall explanation about what is going on with it. Click this, click that and things will behave differently in different parts of the app
The value of the contents is:
I want to protect my package from carrier loss or damage
$
170
Most services automatically protect your package up to $100 However, USPS Priority Mail and Parcel Post do not have automatic protection Some USPS services have no available Loss Protection
[Help]
Package Reference Number:
171
Give each package a reference number for your records
[Help]
Service Options:
172
Verbal Confirmation
This option can only be used with UPS Next Day Early AM The confirmation call will be made to the phone number you enter in phone number field in your return address
[Help]
173
E-mail Notification
E-mail notification of delivery requires an e-mail address on the return address page
[Help]
174
Delivery Confirmation
This option can only be used with USPS services
[Help]
175
Proof of Delivery
This option can only be used with UPS services Proof of Delivery responses are sent automatically after delivery You may also require the recipient's signature to be included on the response
[Help]
181
176
Adult Signature Required
177
Call Tag
This option can only be used with UPS Ground service
[Help]
Merchandise Description:
178
179
Certified Mail
This option can only be used with USPS Priority Mail or Parcel Post
[Help]
180
Return Receipt
This option can only be used with USPS Express Mail, Certified Mail, COD, and mail insured for more than $50 00
[Help]
My iShip Home
Address Book
Saved Packages
Setup Wizard
Preferences
Account Info
Package Options
Log Off
123
Save
Cancel

FIG. 20

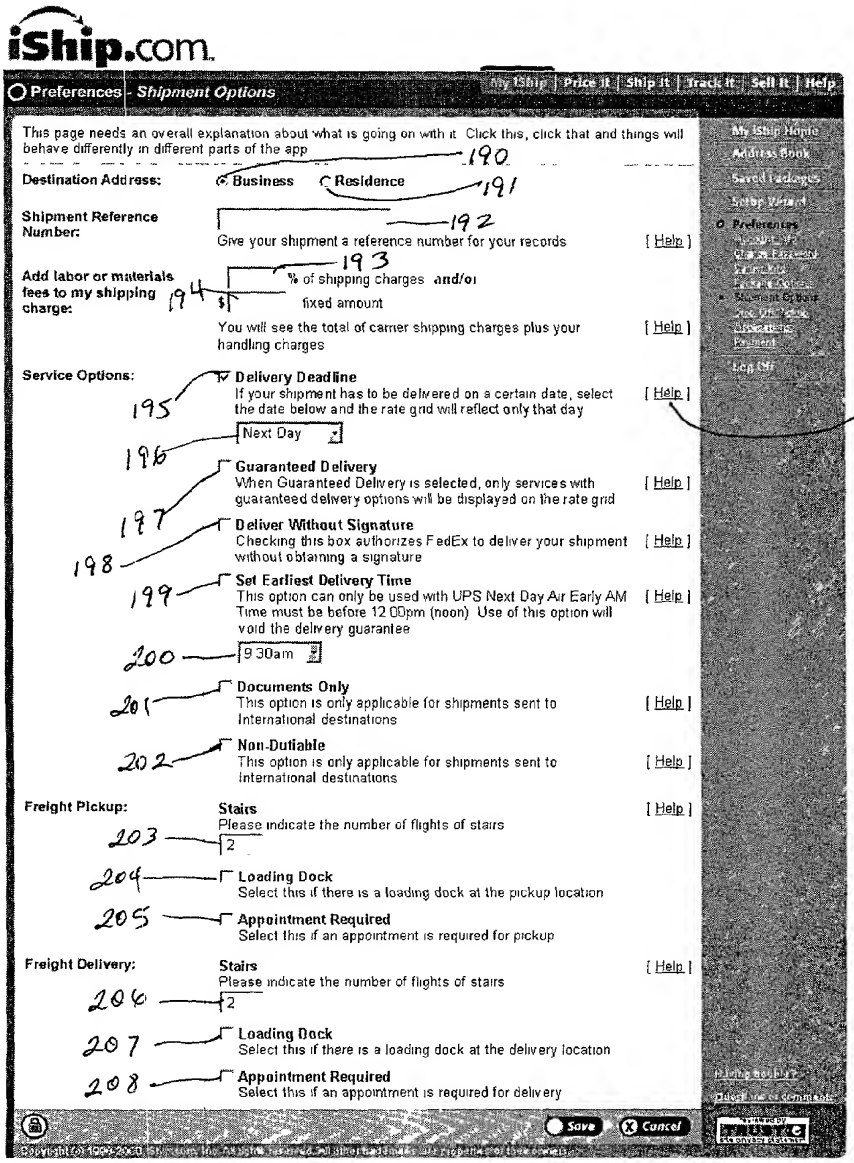

iShip.com
Preferences - Shipment Options
My iShip | Price it | Ship it | Track it | Sell it | Help
This page needs an overall explanation about what is going on with it Click this, click that and things will behave differently in different parts of the app
190
Destination Address:
Business
Residence
191
Shipment Reference Number:
192
Give your shipment a reference number for your records
[Help]
Add labor or materials fees to my shipping charge:
193
% of shipping charges and/or
194
$
fixed amount
You will see the total of carrier shipping charges plus your handling charges
[Help]
Service Options:
195
Delivery Deadline
If your shipment has to be delivered on a certain date, select the date below and the rate grid will reflect only that day
[Help]
196
Next Day
197
Guaranteed Delivery
When Guaranteed Delivery is selected, only services with guaranteed delivery options will be displayed on the rate grid
[Help]
198
Deliver Without Signature
Checking this box authorizes FedEx to deliver your shipment without obtaining a signature
[Help]
199
Set Earliest Delivery Time
This option can only be used with UPS Next Day Air Early AM Time must be before 12 00pm (noon) Use of this option will void the delivery guarantee
[Help]
200
9 30am
201
Documents Only
This option is only applicable for shipments sent to International destinations
[Help]
202
Non-Dutiable
This option is only applicable for shipments sent to International destinations
[Help]
Freight Pickup:
Stairs
Please indicate the number of flights of stairs
[Help]
203
2
204
Loading Dock
Select this if there is a loading dock at the pickup location
205
Appointment Required
Select this if an appointment is required for pickup
Freight Delivery:
Stairs
Please indicate the number of flights of stairs
[Help]
206
2
207
Loading Dock
Select this if there is a loading dock at the delivery location
208
Appointment Required
Select this if an appointment is required for delivery
209
My iShip Home
Address Book
Saved Packages
Setup Wizard
Preferences
Shipment Options
Payment
Log Off
Save
Cancel

FIG. 21

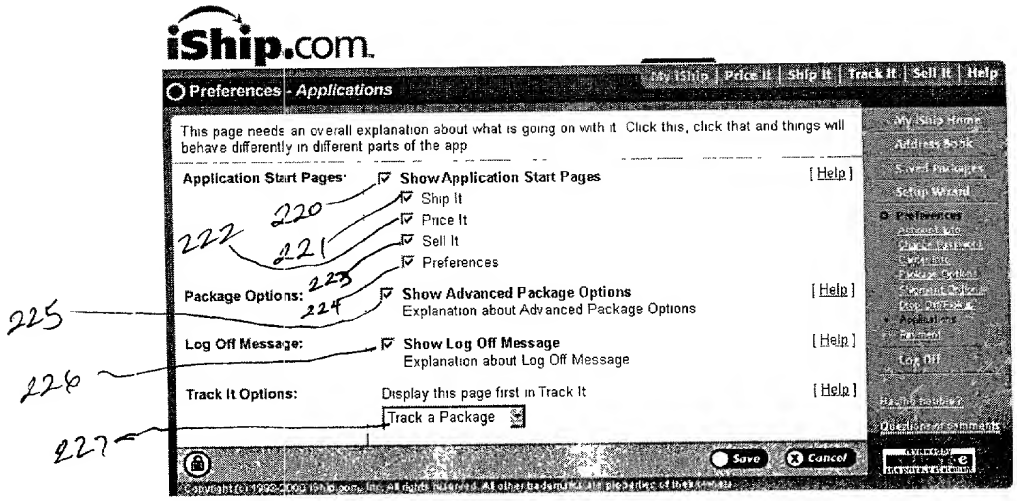

iShip.com
Preferences - Applications
My iShip | Price It | Ship It | Track It | Sell It | Help
This page needs an overall explanation about what is going on with it Click this, click that and things will behave differently in different parts of the app
Application Start Pages:
Show Application Start Pages
Ship It
Price It
Sell It
Preferences
[Help]
Package Options:
Show Advanced Package Options
Explanation about Advanced Package Options
[Help]
Log Off Message:
Show Log Off Message
Explanation about Log Off Message
[Help]
Track It Options:
Display this page first in Track It
Track a Package
[Help]
Save
Cancel
220
221
222
223
224
225
226
227

FIG. 22

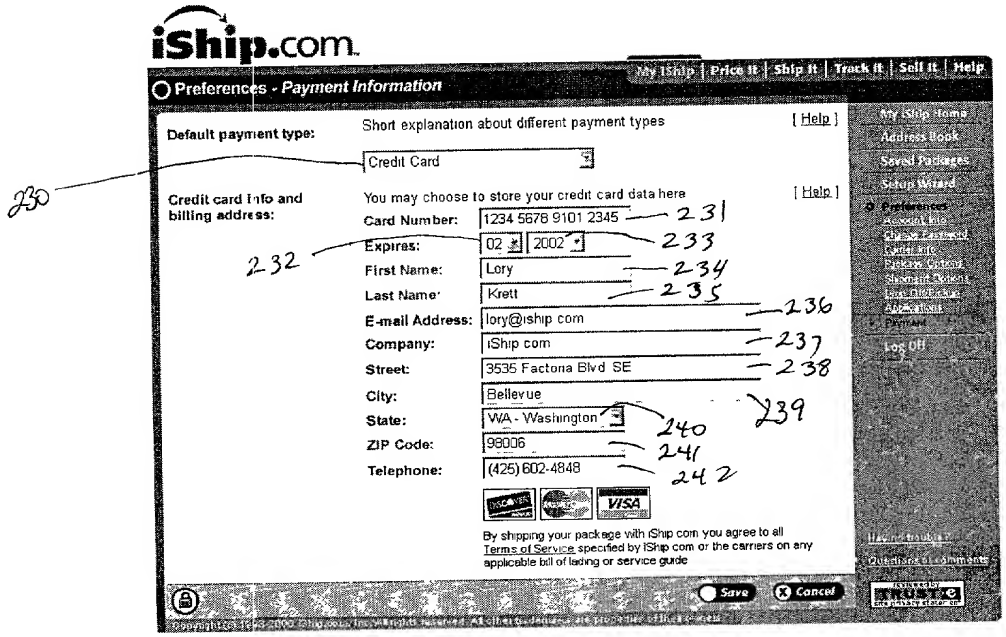

iShip.com
Preferences - Payment Information
My iShip | Price It | Ship It | Track It | Sell It | Help
Default payment type:
Short explanation about different payment types
[Help]
Credit Card
Credit card info and billing address:
You may choose to store your credit card data here
[Help]
Card Number: 1234 5678 9101 2345
Expires: 02 2002
First Name: Lory
Last Name: Krett
E-mail Address: lory@iship com
Company: iShip com
Street: 3535 Factona Blvd SE
City: Bellevue
State: WA - Washington
ZIP Code: 98006
Telephone: (425) 602-4848
By shipping your package with iShip com you agree to all Terms of Service specified by iShip com or the carriers on any applicable bill of lading or service guide
Save
Cancel
230
231
232
233
234
235
236
237
238
239
240
241
242

FIG. 23

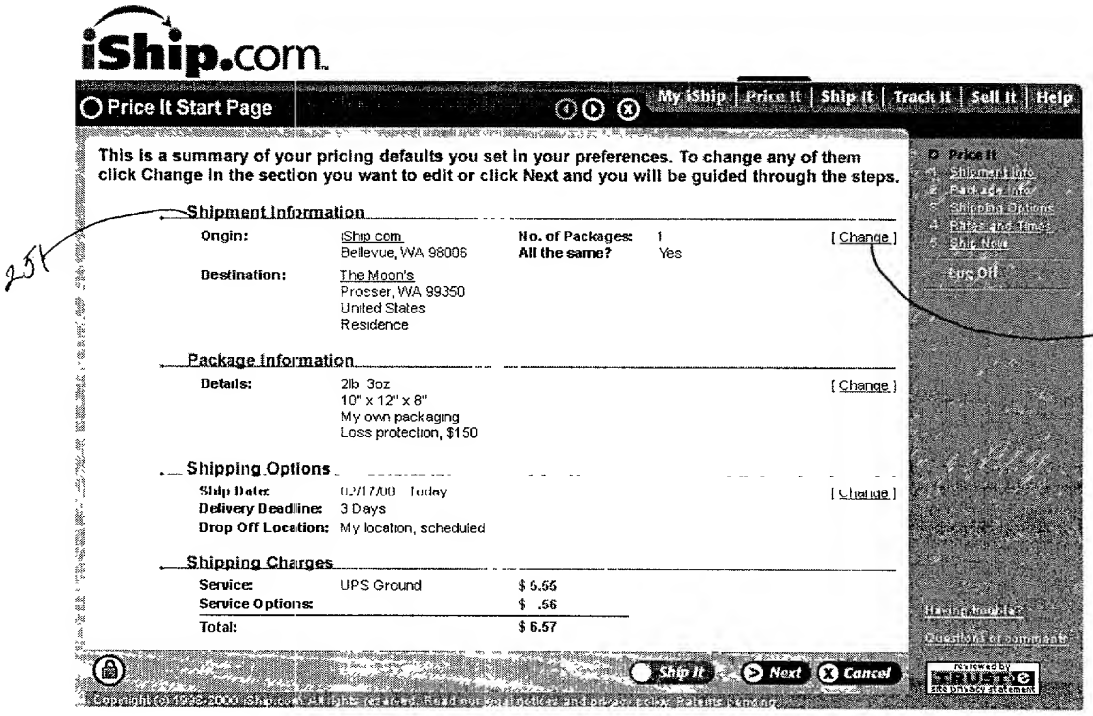

iShip.com
Price It Start Page
My iShip | Price It | Ship It | Track It | Sell It | Help
This is a summary of your pricing defaults you set in your preferences. To change any of them click Change in the section you want to edit or click Next and you will be guided through the steps.
Shipment Information
Origin: iShip.com Bellevue, WA 98006
No. of Packages: 1
All the same? Yes
[Change]
Destination: The Moon's Prosser, WA 99350 United States Residence
Package Information
Details: 2lb 3oz 10" x 12" x 8" My own packaging Loss protection, $150
[Change]
Shipping Options
Ship Date: 02/17/00 Today
Delivery Deadline: 3 Days
Drop Off Location: My location, scheduled
[Change]
Shipping Charges
Service: UPS Ground $ 6.55
Service Options: $ .56
Total: $ 6.57
Ship It
Next
Cancel
Price It
Shipment Info
Package Info
Shipping Options
Rates and Times
Ship Now
Log Off
Having trouble?
Questions or comments?
250
251

FIG. 24

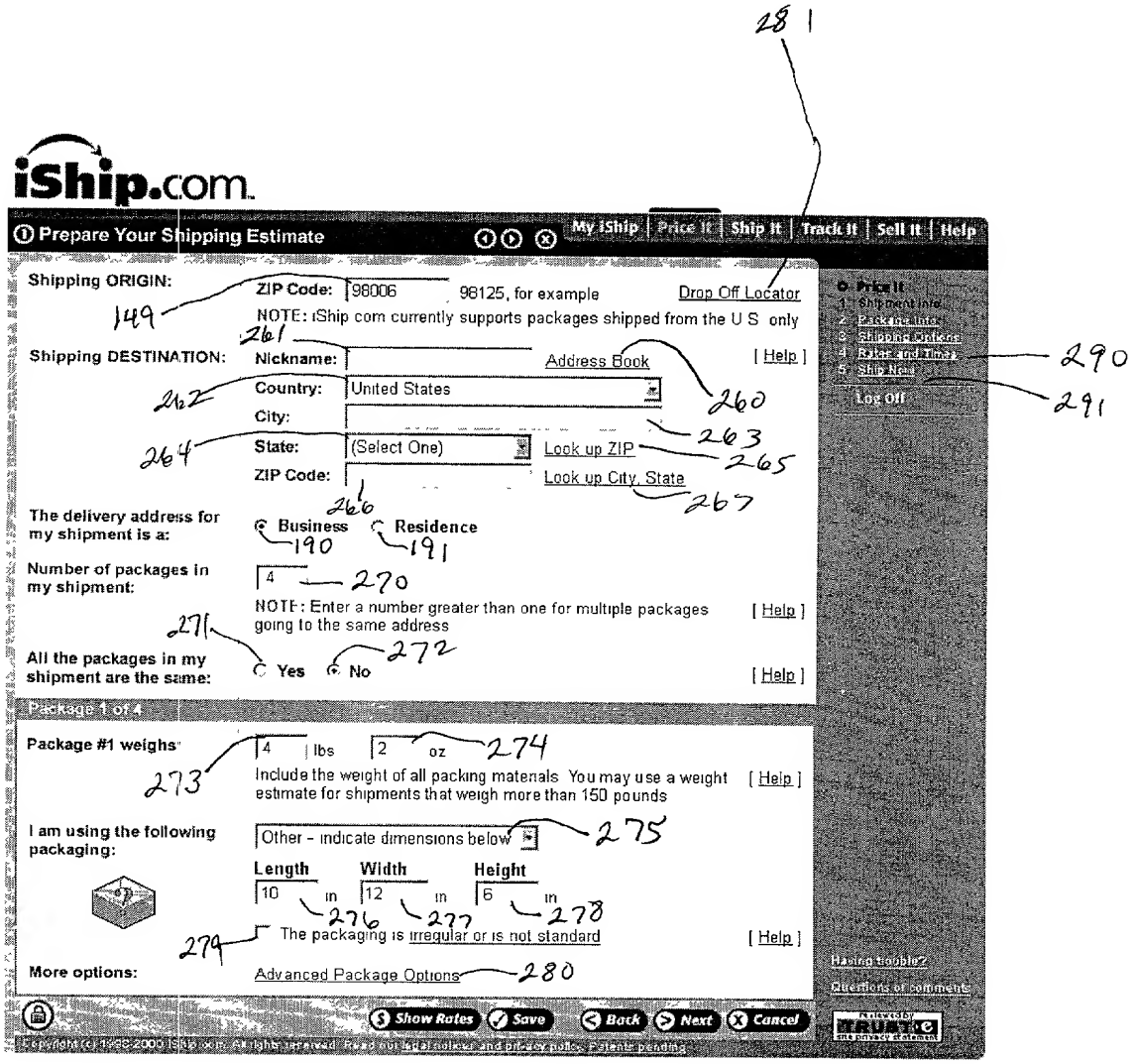


FIG. 25

Patent Application Publication Sep. 23, 2004 Sheet 25 of 25 US 2004/0186792 A1

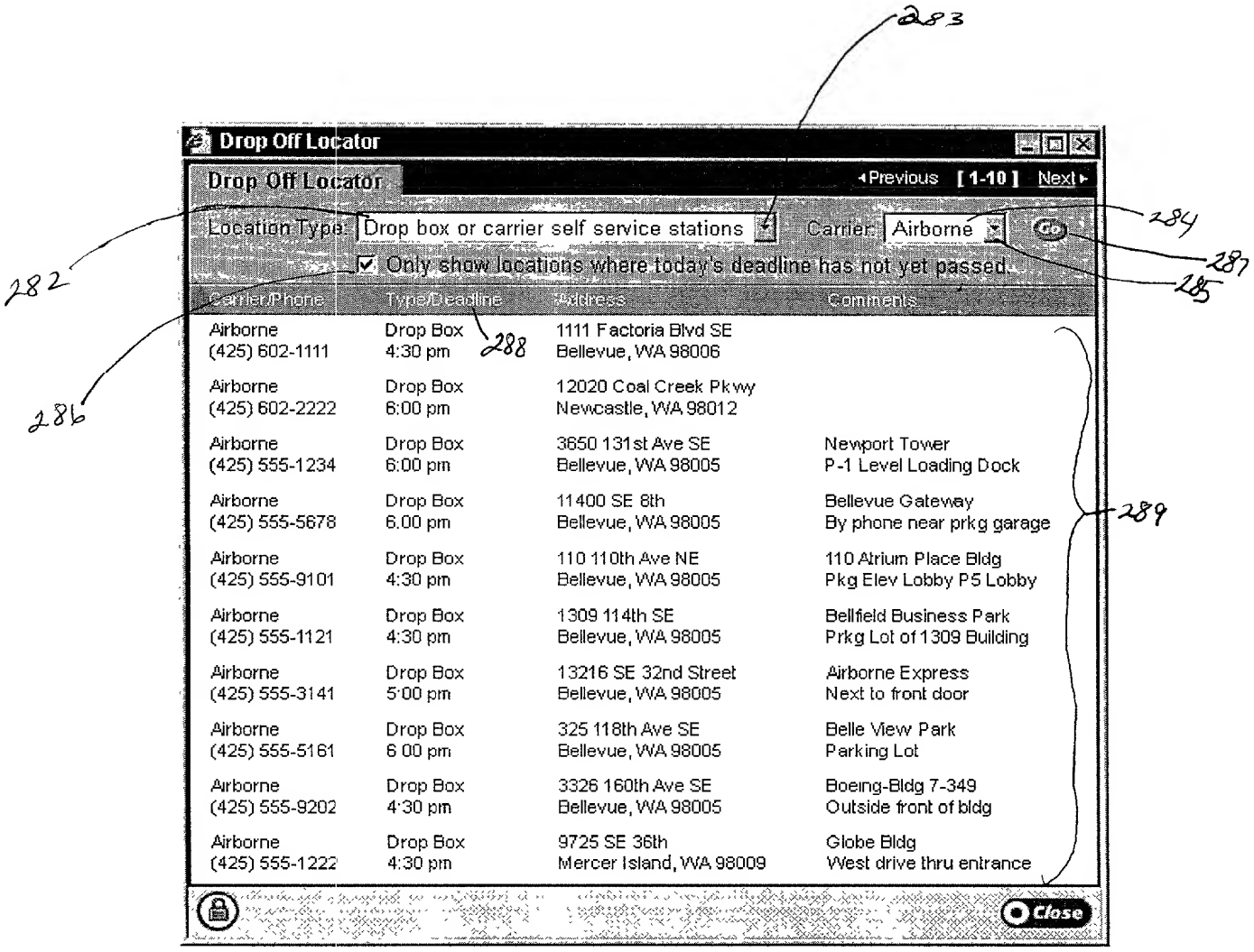

283
Drop Off Locator
Drop Off Locator
Previous [1-10] Next
Location Type: Drop box or carrier self service stations
Carrier: Airborne
Go
Only show locations where today's deadline has not yet passed.
282
284
287
285
286
288
289
Carrier/Phone
Type/Deadline
Address
Comments
Airborne (425) 602-1111 | Drop Box 4:30 pm | 1111 Factoria Blvd SE Bellevue, WA 98006
Airborne (425) 602-2222 | Drop Box 6:00 pm | 12020 Coal Creek Pkwy Newcastle, WA 98012
Airborne (425) 555-1234 | Drop Box 6:00 pm | 3650 131st Ave SE Bellevue, WA 98005 | Newport Tower P-1 Level Loading Dock
Airborne (425) 555-5678 | Drop Box 6.00 pm | 11400 SE 8th Bellevue, WA 98005 | Bellevue Gateway By phone near prkg garage
Airborne (425) 555-9101 | Drop Box 4:30 pm | 110 110th Ave NE Bellevue, WA 98005 | 110 Atrium Place Bldg Pkg Elev Lobby P5 Lobby
Airborne (425) 555-1121 | Drop Box 4:30 pm | 1309 114th SE Bellevue, WA 98005 | Bellfield Business Park Prkg Lot of 1309 Building
Airborne (425) 555-3141 | Drop Box 5:00 pm | 13216 SE 32nd Street Bellevue, WA 98005 | Airborne Express Next to front door
Airborne (425) 555-5161 | Drop Box 6 00 pm | 325 118th Ave SE Bellevue, WA 98005 | Belle View Park Parking Lot
Airborne (425) 555-9202 | Drop Box 4:30 pm | 3326 160th Ave SE Bellevue, WA 98005 | Boeing-Bldg 7-349 Outside front of bldg
Airborne (425) 555-1222 | Drop Box 4:30 pm | 9725 SE 36th Mercer Island, WA 98009 | Globe Bldg West drive thru entrance
Close

FIG. 26

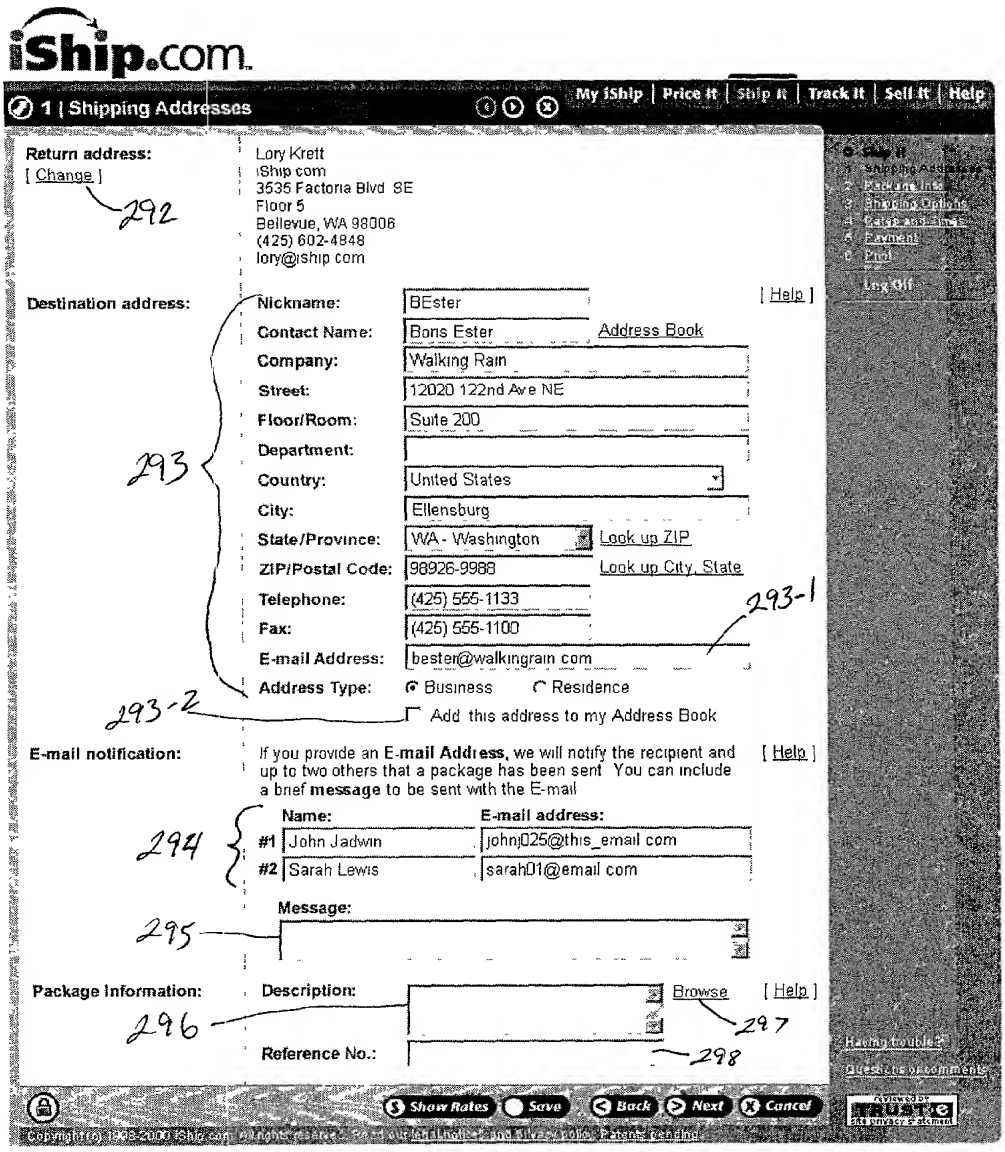

iShip.com
1 | Shipping Addresses
My iShip | Price it | Ship it | Track It | Sell It | Help
Return address:
[Change]
292
Lory Krett
iShip com
3535 Factoria Blvd SE
Floor 5
Bellevue, WA 98006
(425) 602-4848
lory@iship com
Destination address:
[Help]
Nickname: BEster
Contact Name: Boris Ester
Address Book
Company: Walking Rain
Street: 12020 122nd Ave NE
Floor/Room: Suite 200
Department:
Country: United States
City: Ellensburg
State/Province: WA - Washington
Look up ZIP
ZIP/Postal Code: 98926-9988
Look up City, State
Telephone: (425) 555-1133
Fax: (425) 555-1100
E-mail Address: bester@walkingrain com
293
293-1
293-2
Address Type: Business Residence
Add this address to my Address Book
E-mail notification:
If you provide an E-mail Address, we will notify the recipient and up to two others that a package has been sent You can include a brief message to be sent with the E-mail
[Help]
Name:
E-mail address:
#1 John Jadwin
john025@this_email com
#2 Sarah Lewis
sarah01@email com
294
Message:
295
Package Information:
Description:
Browse
[Help]
296
297
Reference No.:
298
Show Rates
Save
Back
Next
Cancel
Having trouble?
Questions or comments
Copyright © 1998-2000 iShip.com

FIG. 27

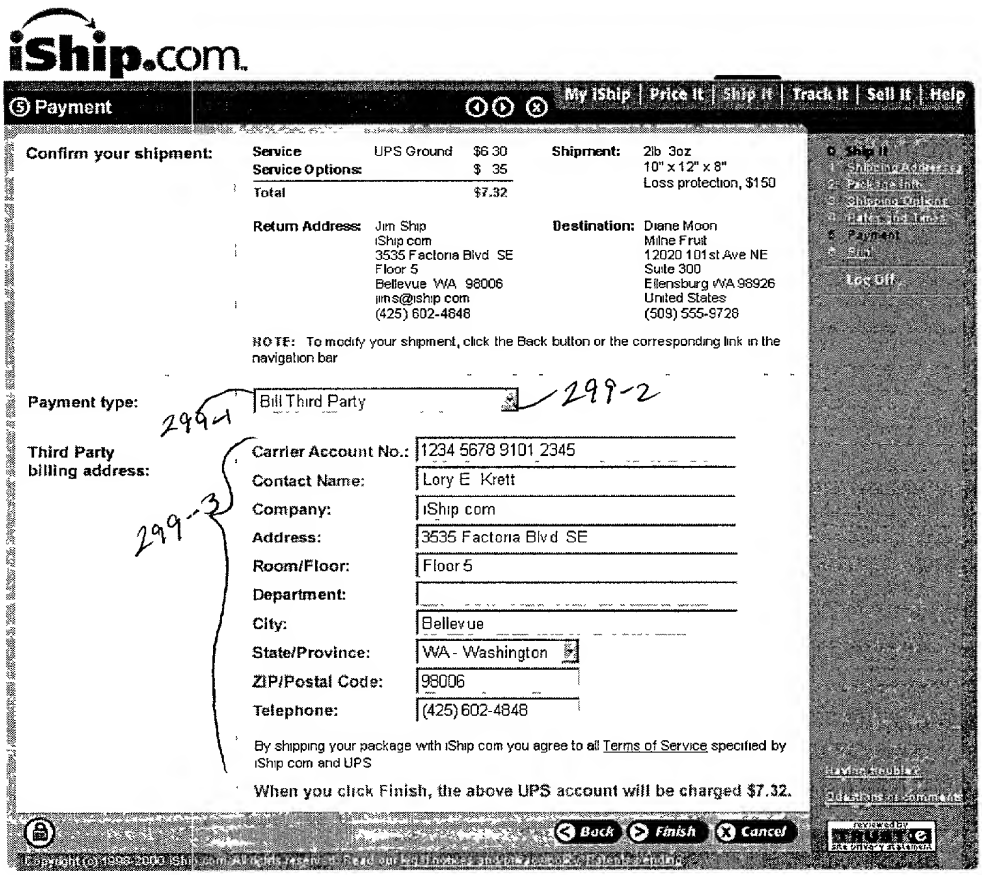

iShip.com
Payment
My iShip | Price It | Ship It | Track It | Sell It | Help
Confirm your shipment:
Service UPS Ground $6.30
Service Options: $ .35
Total $7.32
Shipment: 2lb 3oz
10" x 12" x 8"
Loss protection, $150
Return Address: Jim Ship
iShip.com
3535 Factoria Blvd SE
Floor 5
Bellevue WA 98006
jims@iship.com
(425) 602-4648
Destination: Diane Moon
Mine Fruit
12020 101st Ave NE
Suite 300
Ellensburg WA 98926
United States
(509) 555-9728
NOTE: To modify your shipment, click the Back button or the corresponding link in the navigation bar
Payment type:
Bill Third Party
299-1
299-2
Third Party billing address:
299-3
Carrier Account No.: 1234 5678 9101 2345
Contact Name: Lory E Krett
Company: iShip.com
Address: 3535 Factoria Blvd SE
Room/Floor: Floor 5
Department:
City: Bellevue
State/Province: WA - Washington
ZIP/Postal Code: 98006
Telephone: (425) 602-4648
By shipping your package with iShip.com you agree to all Terms of Service specified by iShip.com and UPS
When you click Finish, the above UPS account will be charged $7.32.
Back
Finish
Cancel
Log Off
Having trouble?
Questions or comments?
Copyright (c) 1999-2000 iShip.com All rights reserved. Read our full

FIG. 28

4380

Merchant Logo

4382

Merchant Main Menu Choices

4381

Merchant SubMenu Selections

Your Order History

Click on an order to view the order summary.

4400

Shipped Orders:

	Order #	Order Date	Status
4401-1	002-0152586-5576810	July 19, 1999	All items shipped
4401-2	002-2212571-6739814	March 28, 1999	All items shipped
4401-3	002-9739895-6708638	January 30, 1999	All items shipped
4401-4	002-1894644-6936263	January 14, 1999	All items shipped
4401-5	002-7643906-5558259	December 14, 1998	All items shipped
4401-6	002-6790950-3739847	October 29, 1998	All items shipped
4401-7	002-3632396-2353407	April 13, 1998	All items shipped

Return to Account Maintenance Main Page

4380 4381 4382 4400 4401

FIG. 29

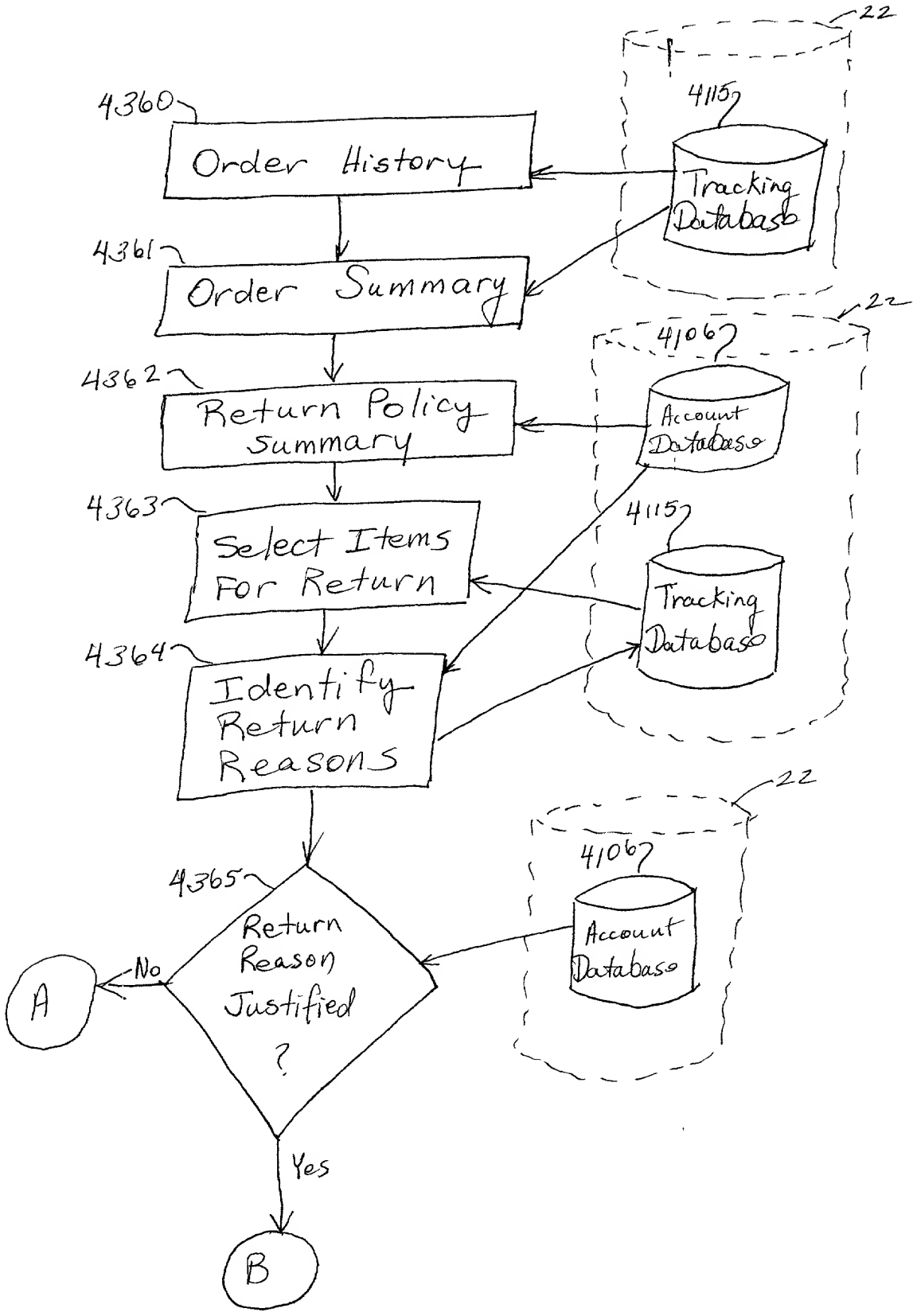

22
4115
4360
Order History
Tracking Database
4361
Order Summary
22
4106
4362
Return Policy Summary
Account Database
4363
Select Items For Return
4115
Tracking Database
4364
Identify Return Reasons
22
4106
4365
Return Reason Justified ?
Account Database
No
A
Yes
B

FIG. 30a

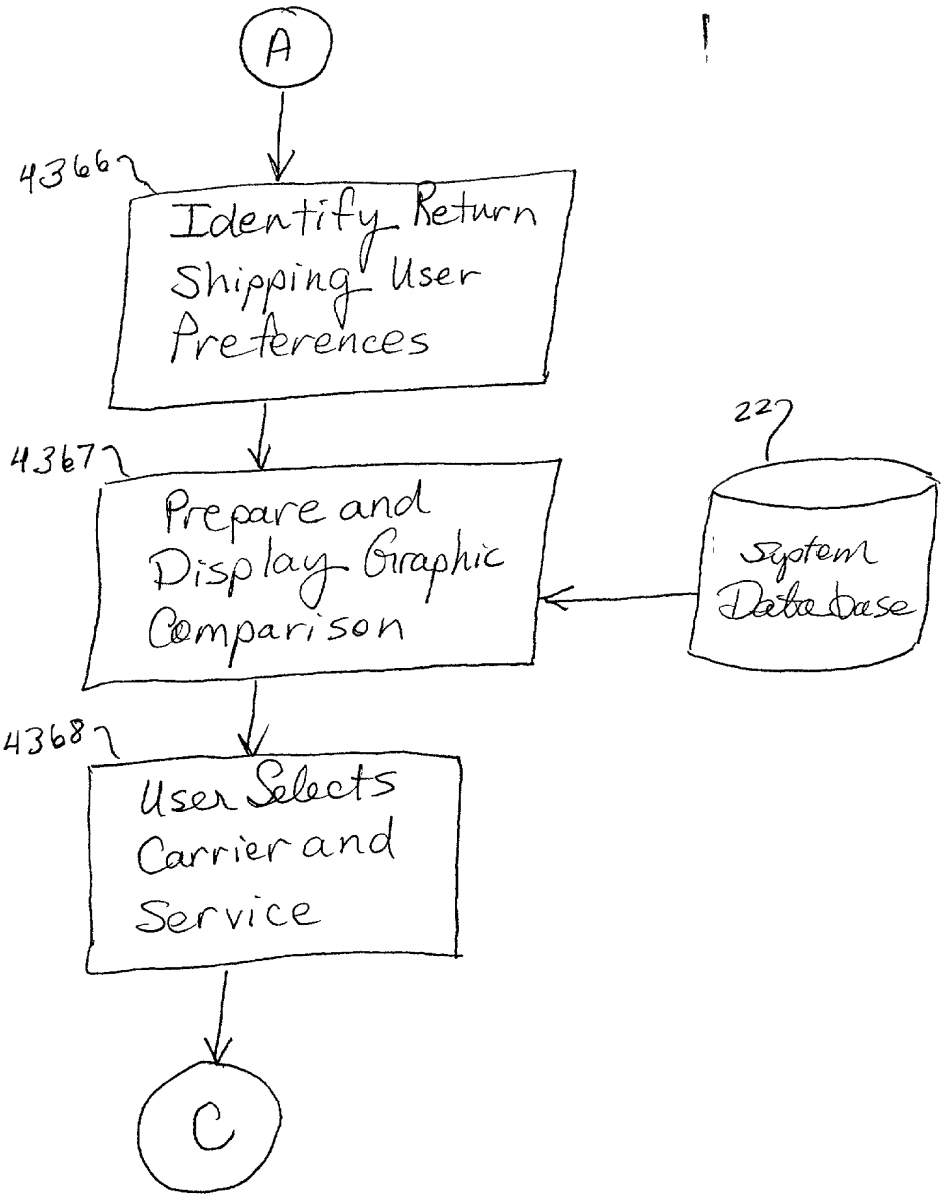

A
4366
Identify Return Shipping User Preferences
4367
Prepare and Display Graphic Comparison
227
System Database
4368
User Selects Carrier and Service
C

FIG. 30b

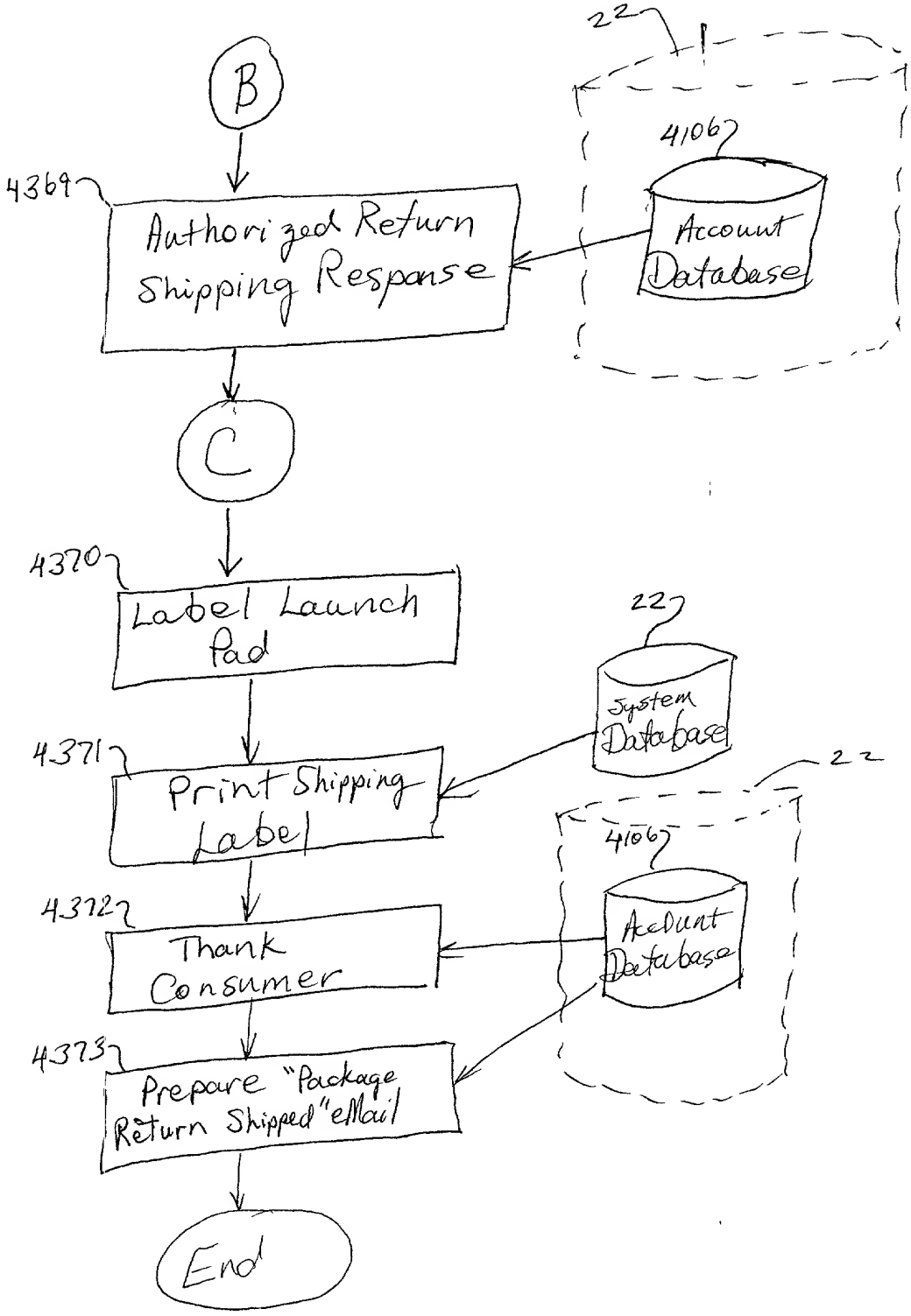

B
4369
Authorized Return Shipping Response
22
4106
Account Database
C
4370
Label Launch Pad
227
System Database
4371
Print Shipping Label
22
4106
Account Database
4372
Thank Consumer
4373
Prepare "Package Return Shipped" eMail
End

Fig. 30c

Merchant Logo

Merchant Main Menu Choices

Merchant

SubMenu

Selections

Order Summary 4401-1 Return to Your Order History

Order#: 002-0152586-5576810

Date: July 19, 1999 at 09:58 AM PDT 4407

Status: All items shipped

Shipping Address: 4408
Scott J. Bean
iShip.com
2515 - 140th Ave NE Suite E-110
Bellevue, WA 98005 USA
425.602.5022

Returns? Click Here: 4402
Return services by iShip.com

iShip.com
Your Internet Package Shipper™

Ship Method:	Number of Shipments:	Payment Method:
Standard Shipping	One shipment when complete order is ready	Visa Last 5 digits: 26781

4403

Items Ordered:	Price:
4404-1 1 of: Permission Marketing : Turning Strangers into Friends and Friends into Customers [Audio Cassette] By: Seth Godin(Reader) 1 shipped on Jul. 19, 1999 via US Priority.	$14.40
4404-2 1 of: Yeah, It's That Easy [ECD] [Audio CD] By: G. Love & Special Sauce 1 shipped on Jul. 20, 1999 via US First Class.	$12.99
4404-3 1 of: For Those About To Rock We Salute You [ORIGINAL RECORDING REMASTERED] [Audio CD] By: AC, DC 1 shipped on Jul. 19, 1999 via US Priority.	$11.49
4404-4 1 of: Odelay [Audio CD] By: Beck 1 shipped on Jul. 19, 1999 via US Priority.	$12.99
4404-5 1 of: Natty Dread [Audio CD] By: Charlie Hunter Quartet 1 shipped on Jul. 19, 1999 via US Priority.	$12.99
4404-6 1 of: Duo [Audio CD] By: Charlie Hunter, Leon Parker 1 shipped on Jul. 19, 1999 via US Priority.	$12.99
4404-7 1 of: RCA WSP150 900MHz Wireless Speakers [Electronics] By: RCA 1 shipped on Jul. 20, 1999 via UPS Ground.	$149.95

Track your package with iShip.com

4405

Item(s) Subtotal:	$227.80
Shipping & Handling:	$19.56
Total Before Tax:	$247.36
Tax:	$21.29
TOTAL:	$268.65

4406

Return to Your Order History

Top of Page

FIG. 31

Merchant Logo

Merchant Main Menu Choices

Merchant SubMenu Selections

Returns Service Return to Your Order History

Within 30 days of receipt of your shipment, you may return:

- Any book in original condition.
- Any unopened CD, DVD, VHS tape, or software.
- Any electronics merchandise or toy in new condition with its original packaging and accessories.

4420

We will issue a full refund for the price of any item that meets these conditions. We only refund shipping costs if the item is a result of our error.

4401-1

Order#: 002-0152586-5576810
Date: July 19, 1999 at 09:58 AM PDT
Status: All items shipped

Select the items you would like to return:	**Price:**
4421-1 1 of: Permission Marketing : Turning Strangers into Friends and Friends into Customers [Audio Cassette] By: Seth Godin(Reader) 1 shipped on Jul. 19, 1999 via US Priority. 4404-1	$14.40
4421-2 1 of: Yeah, It's That Easy [ECD] [Audio CD] By: G. Love & Special Sauce 1 shipped on Jul. 20, 1999 via US First Class. 4404-2	$12.99
4421-3 1 of: For Those About To Rock We Salute You [ORIGINAL RECORDING REMASTERED] [Audio CD] By: AC, DC 1 shipped on Jul. 19, 1999 via US Priority. 4404-3	$11.49
4421-4 1 of: Odelay [Audio CD] By: Beck 1 shipped on Jul. 19, 1999 via US Priority. 4404-4	$12.99
4421-5 1 of: Natty Dread [Audio CD] By: Charlie Hunter Quartet 1 shipped on Jul. 19, 1999 via US Priority. 4404-5	$12.99
4421-6 1 of: Duo [Audio CD] By: Charlie Hunter, Leon Parker 1 shipped on Jul. 19, 1999 via US Priority. 4404-6	$12.99
4421-7 1 of: RCA WSP150 900MHz Wireless Speakers [Electronics] By: RCA 1 shipped on Jul. 20, 1999 via UPS Ground. 4404-7 Track your package with iShip.com 4405	$149.95

Item(s) Subtotal:	$227.80
Shipping & Handling:	$19.56
Total Before Tax:	$247.36
Tax:	$21.29
TOTAL:	$268.65

Next Step >> 4422

4406

Return to Your Order History

Top of Page

FIG. 30

09/03/2004 - 08:30:42

MerchantSite.com	Returns Manager	Log Out	Help	iShip.com

Merchant Logo

iShip.com
Your Internet Package Shipper™

Standard Policy

User: John Smith

Use this page to create and edit a consistent, automated returns policy for your online store. This is the general policy for the entire store – to configure exceptions to the policy at the category or item level, click here.

Policy Overview Statement

Summarize your store's overall returns policy. This text will appear at the beginning of the customer's returns process, and is an overview of the returns logic you will build. Best to keep it brief. Use HTML to format the text if you wish.

4160-1 4160 4161-1

```
<B>Within 30 days of receipt of your shipment</B>, you may return:

<UL>
Any apparel, lawn & garden equipment, furniture, or books in original
condition.
Any unopened CD, DVD, VHS tape, or software.
Any electronics merchandse or toy in new condition with its original
packaging and accessories.
</UL>

We are unable to refund returned pharmeceuticals or food.

With few exceptions, we issue a <b>full refund</b> for the price of an
item that meets these conditions. We only refund shipping costs if the
item is a result of our error.
```

4160-3 4160-2 4161-2

Preview 4162

Return Window 4167

Customers may return items for:

4163 30 4164 from 4165 Receipt of Shipment 4166

Refund Method 4168

Customers may return items for:

4169 Refund ○ 4170 Store Credit Only ○ 4171 Choice of Refund or Store Credit

Refund Amount 4172

Refund amount will include:

4173 ☑ Price of Item 4176 ☑ 4174 Tax on Item 4177 ☐ 4175 Original Shipping Charge

Cancel Save

FIG. 33

Return System Flow

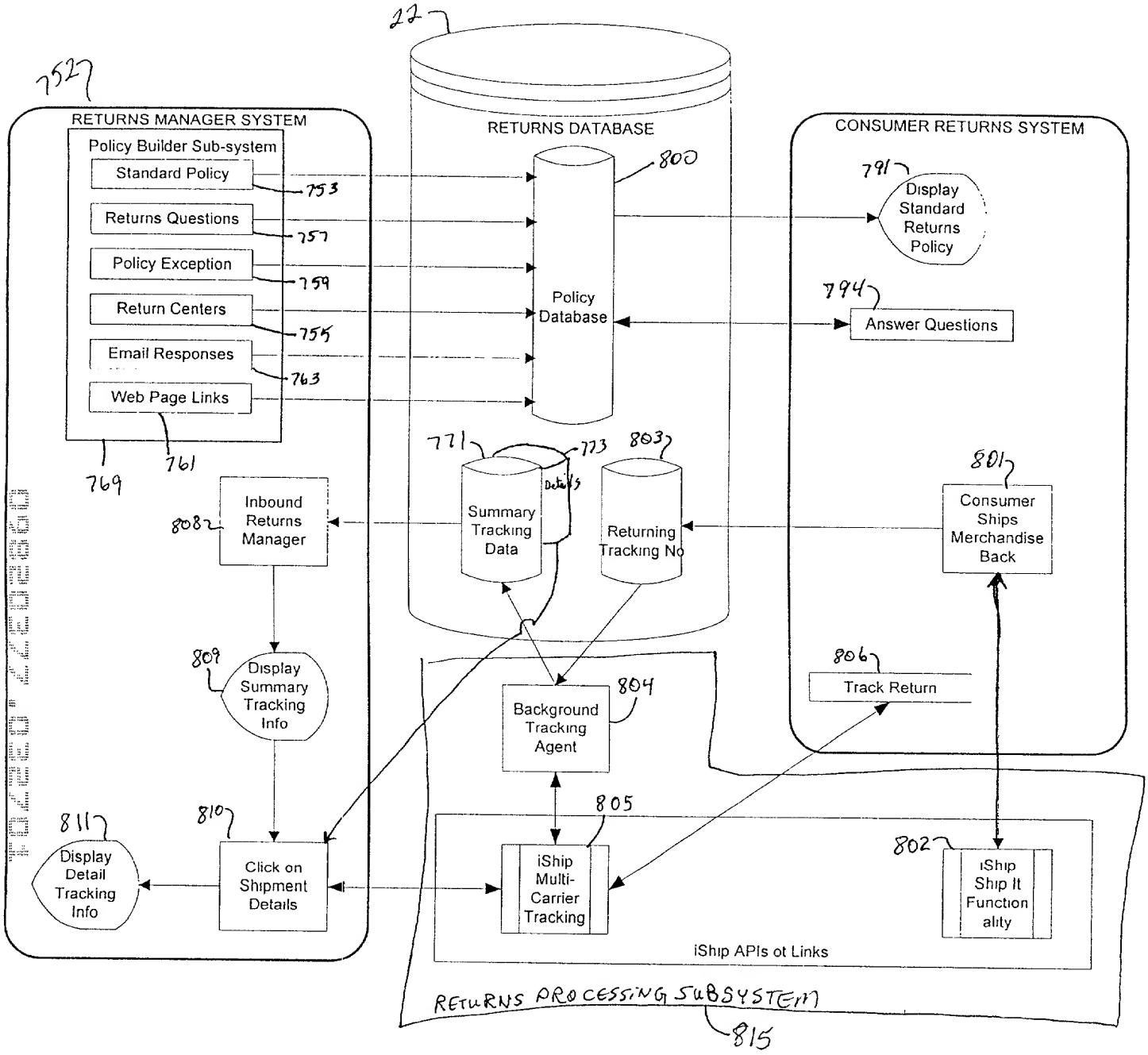


FIG. 34

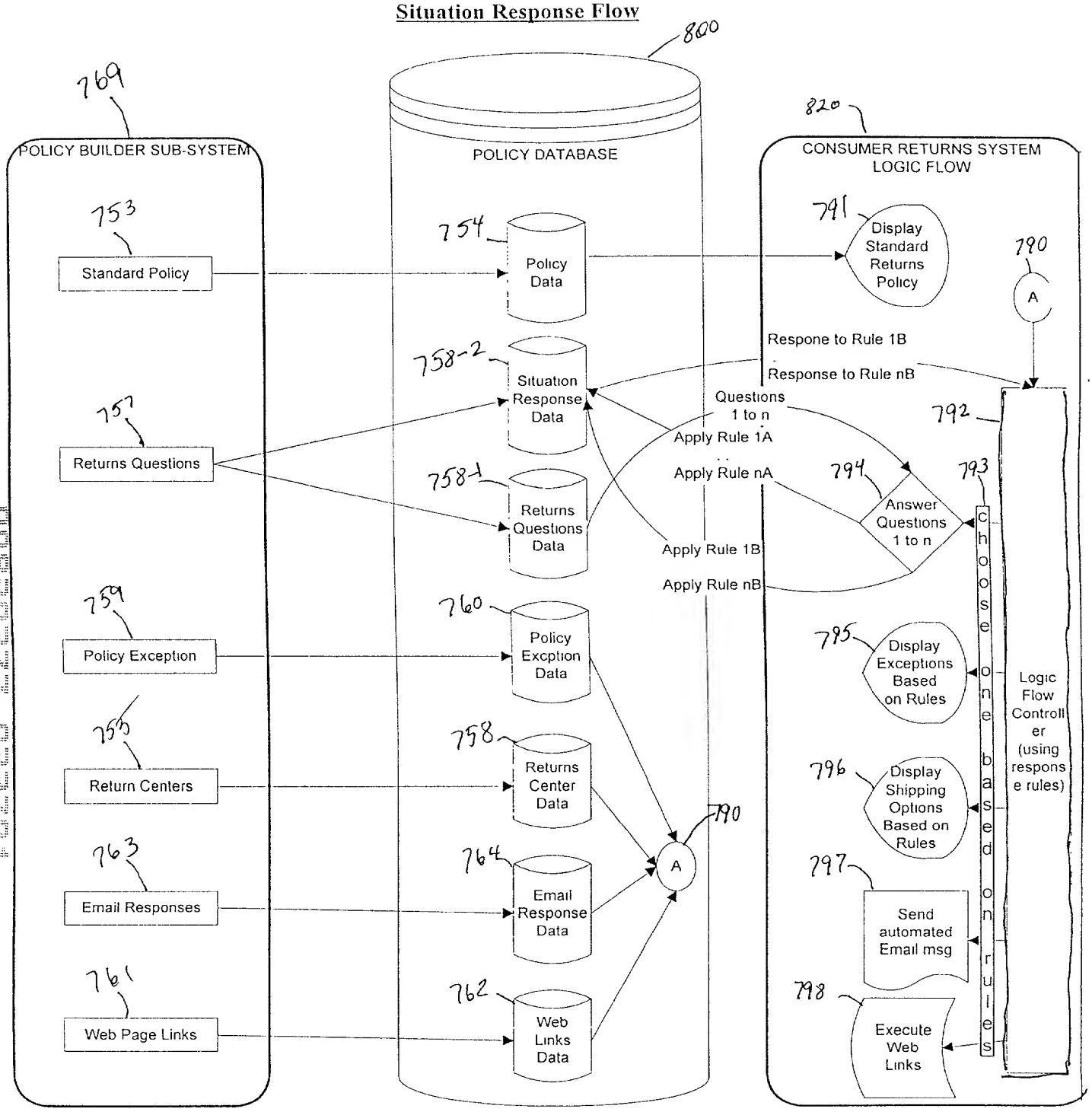

Situation Response Flow
800
769
POLICY BUILDER SUB-SYSTEM
753
Standard Policy
757
Returns Questions
759
Policy Exception
755
Return Centers
763
Email Responses
761
Web Page Links
POLICY DATABASE
754
Policy Data
758-2
Situation Response Data
758-1
Returns Questions Data
760
Policy Excption Data
758
Returns Center Data
764
Email Response Data
762
Web Links Data
A
790
820
CONSUMER RETURNS SYSTEM LOGIC FLOW
791
Display Standard Returns Policy
790
A
Respone to Rule 1B
Response to Rule nB
Questions 1 to n
Apply Rule 1A
Apply Rule nA
Apply Rule 1B
Apply Rule nB
792
794
Answer Questions 1 to n
793
choose one based on rules
795
Display Exceptions Based on Rules
796
Display Shipping Options Based on Rules
797
Send automated Email msg
798
Execute Web Links
Logic Flow Controller (using response rules)

FIG. 35

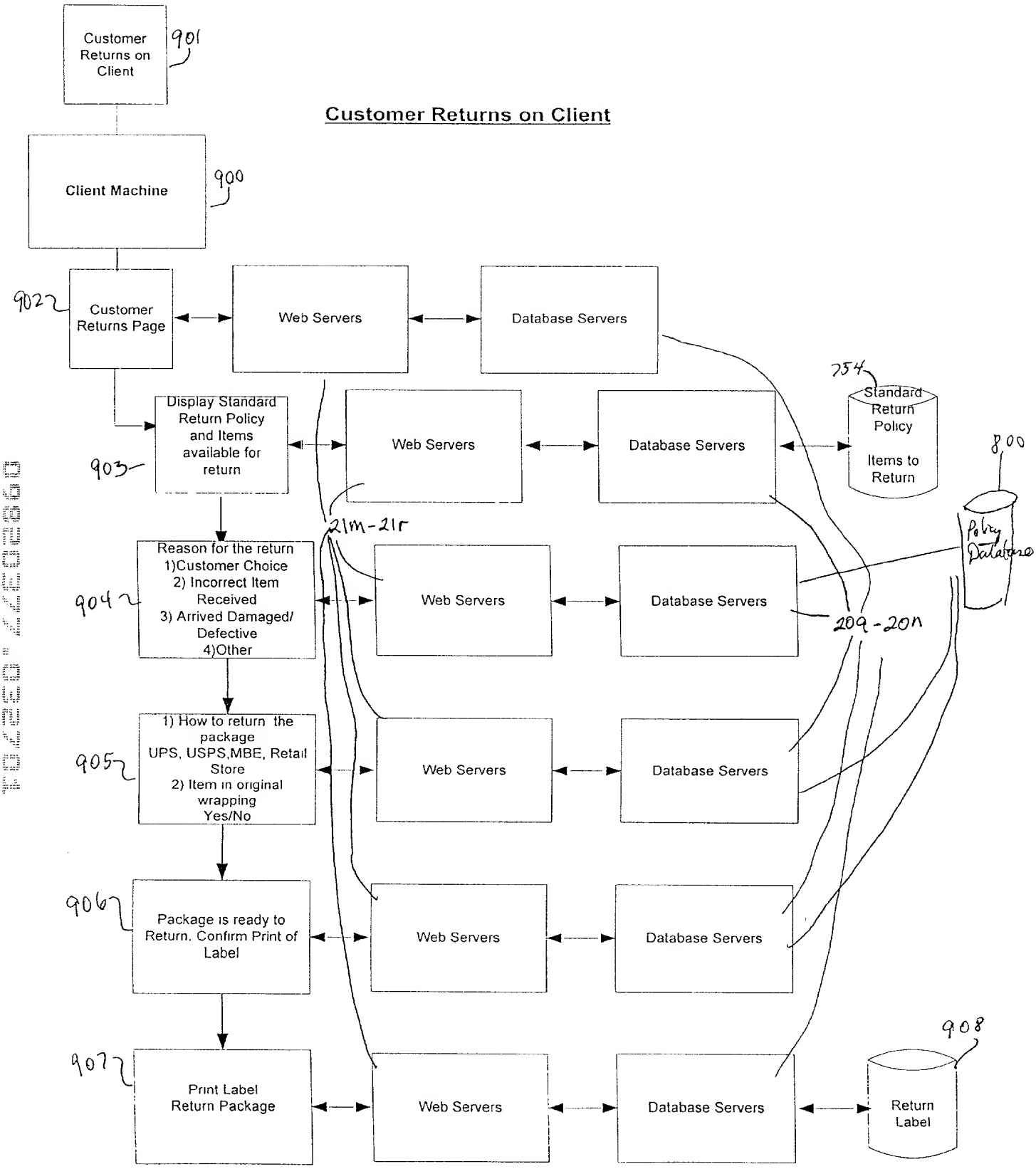

Customer Returns on Client
901
Customer Returns on Client
Client Machine
900
902
Customer Returns Page
Web Servers
Database Servers
754
Standard Return Policy
Items to Return
800
Policy Database
903
Display Standard Return Policy and Items available for return
Web Servers
Database Servers
21m-21r
904
Reason for the return
1)Customer Choice
2) Incorrect Item Received
3) Arrived Damaged/ Defective
4)Other
Web Servers
Database Servers
209-20n
905
1) How to return the package
UPS, USPS,MBE, Retail Store
2) Item in original wrapping
Yes/No
Web Servers
Database Servers
906
Package is ready to Return. Confirm Print of Label
Web Servers
Database Servers
907
Print Label
Return Package
Web Servers
Database Servers
908
Return Label

FIG. 36

Merchant Logo

Merchant Main Menu Choices

Returns Service 4401-1 Return to Your Order History

Order#: 002-0152586-5576810

Date: July 19, 1999 at 09:58 AM PDT

Status: All items shipped

Items to Return: **Price:**

4421-7 ☑ 1 of: RCA WSP450 900MHz Wireless Speakers [Electronics] $149.95 4173
By: RCA
1 shipped on Jul. 20, 1999 via UPS Ground.
Track your package with iShip.com

Merchant 4404-7

4405

SubMenu

Item(s) Subtotal Before Tax: $149.95 4173

Refunded Tax: $12.90 4174

TOTAL: $162.85 4172

Selections

4206

Reason for return:

4427-1 ☐ Customer Choice 4216

4427-2 ☐ Incorrect Item Received 4207

4427-3 ☑ Arrived Damaged/Defective 4212

4427-4 ☐ Other (please specify below): 4220

4425

Right speaker does not receive signal. 4426-1 4426-2

Next Step >> 4422

4406

Return to Your Order History

Top of Page

FIG. 27

Merchant Logo

Merchant Main Menu Choices

Returns Service — Return to Your Order History

Returning Your Package: — **Price:**

We apologize for the problem with your order. To process your refund, make sure your item(s) are in the the original packaging and prepared for safe shipment.

4113-1 4404 — 1 of: RCA WSP150 900MHz Wireless Speakers [Electronics] — $149.95 — 4173
By: RCA
Reason for return: Arrived Damaged or Defective — 4212
Comments: Right speaker does not receive signal. — 4425

TOTAL REFUND: $162.85 — 4172

Merchant SubMenu

Through our partnership with iShip.com, you can print a return label directly from your computer or take your package to a Mail Boxes Etc. To print a shipping label, you must have a printer that prints 300 dpi or better.

Selections

4430 — **How would you like to return the package? (Select One)**

4431 — (•) UPS 4187-1 ( ) US Postal Service 4188-1 ( ) Mail Boxes Etc. 4190 ( ) Retail Store 4184

4432 — **Is your item packaged in the original shipping box?**

(•) Yes 4433 ( ) No 4434

Next Step >> — 4422

4406 — Return to Your Order History

Top of Page

FIG. 38

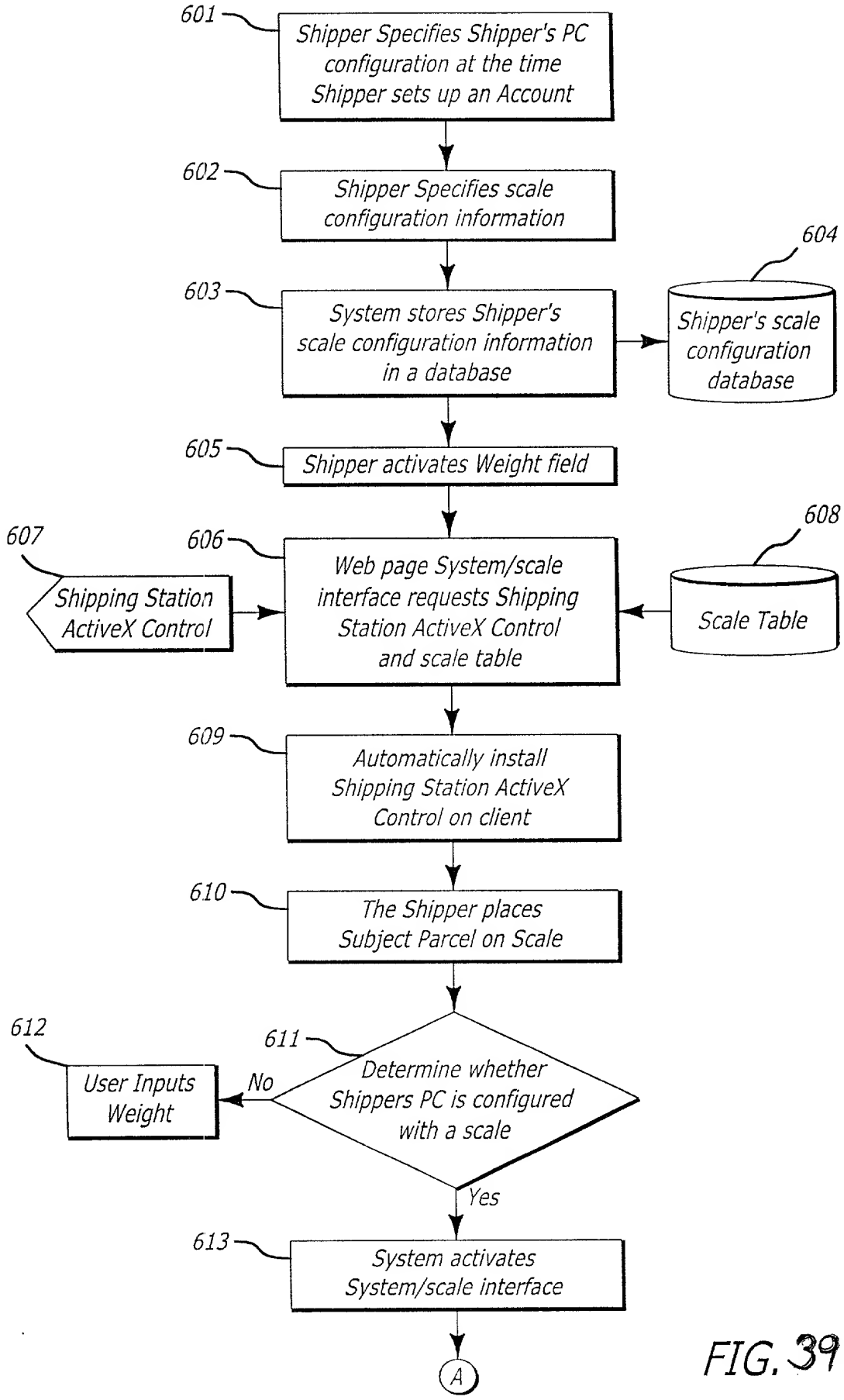

601
Shipper Specifies Shipper's PC configuration at the time Shipper sets up an Account
602
Shipper Specifies scale configuration information
604
603
System stores Shipper's scale configuration information in a database
Shipper's scale configuration database
605
Shipper activates Weight field
608
607
606
Shipping Station ActiveX Control
Web page System/scale interface requests Shipping Station ActiveX Control and scale table
Scale Table
609
Automatically install Shipping Station ActiveX Control on client
610
The Shipper places Subject Parcel on Scale
612
611
User Inputs Weight
No
Determine whether Shippers PC is configured with a scale
Yes
613
System activates System/scale interface
A

FIG. 39a

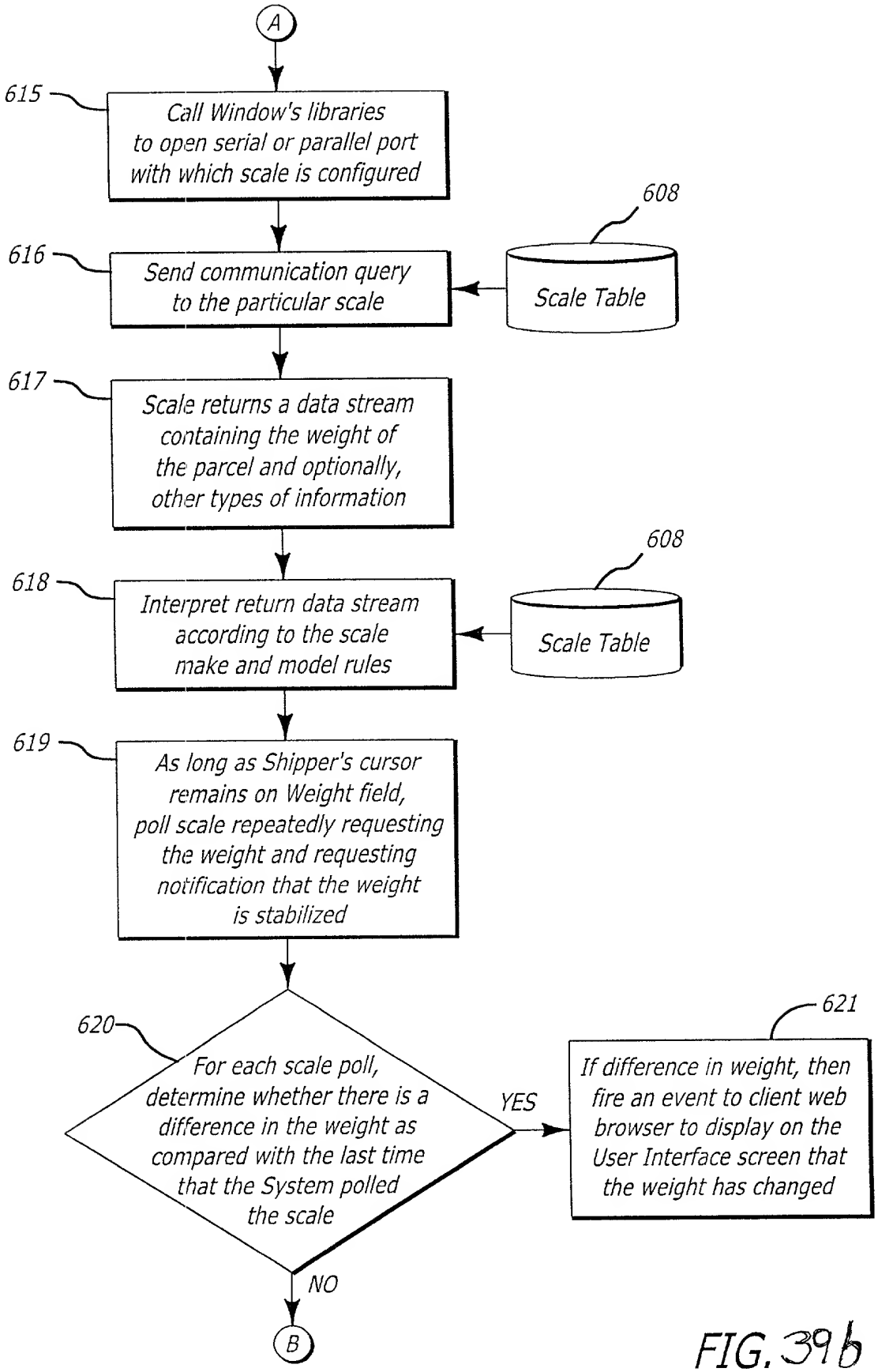

A
615
Call Window's libraries to open serial or parallel port with which scale is configured
608
616
Send communication query to the particular scale
Scale Table
617
Scale returns a data stream containing the weight of the parcel and optionally, other types of information
608
618
Interpret return data stream according to the scale make and model rules
Scale Table
619
As long as Shipper's cursor remains on Weight field, poll scale repeatedly requesting the weight and requesting notification that the weight is stabilized
620
For each scale poll, determine whether there is a difference in the weight as compared with the last time that the System polled the scale
YES
621
If difference in weight, then fire an event to client web browser to display on the User Interface screen that the weight has changed
NO
B

FIG. 39b

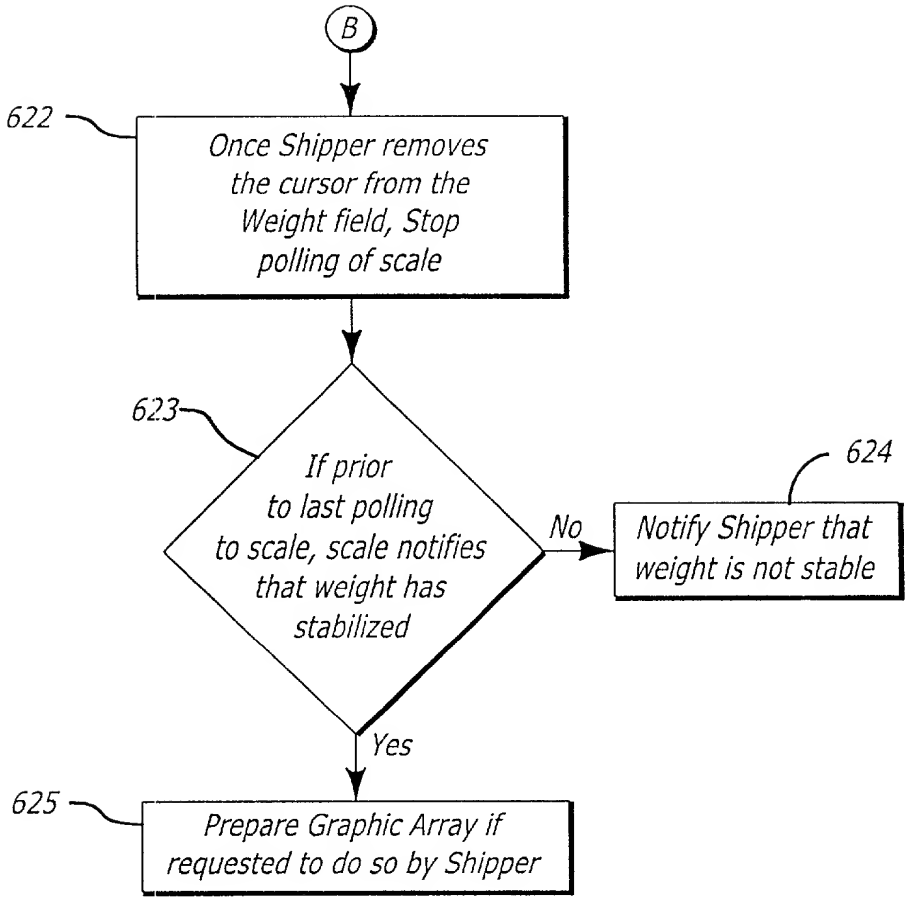

B
622
Once Shipper removes the cursor from the Weight field, Stop polling of scale
623
If prior to last polling to scale, scale notifies that weight has stabilized
No
624
Notify Shipper that weight is not stable
Yes
625
Prepare Graphic Array if requested to do so by Shipper

FIG. 39C

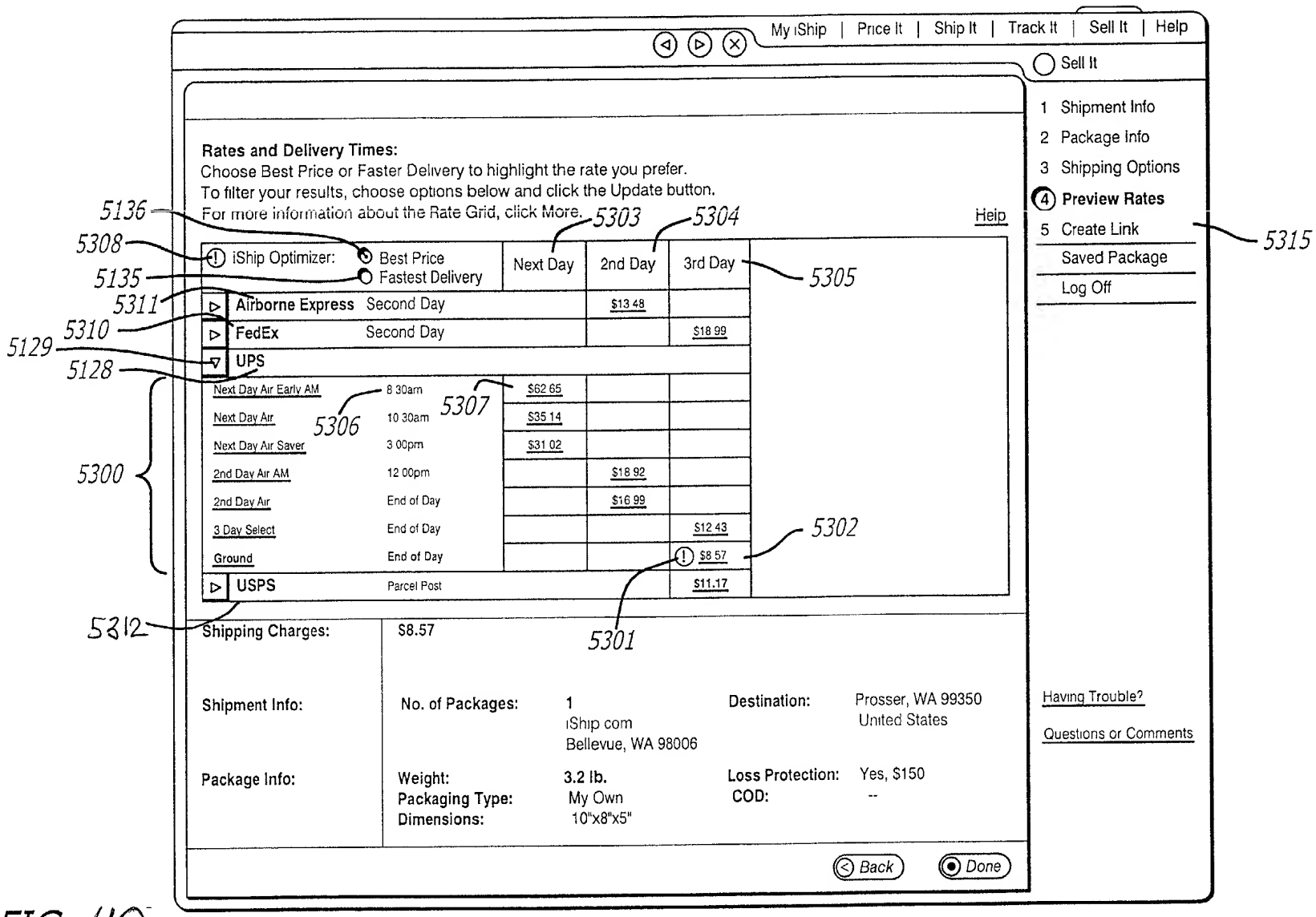

My iShip | Price It | Ship It | Track It | Sell It | Help
Sell It
1 Shipment Info
2 Package Info
3 Shipping Options
4 Preview Rates
5 Create Link
Saved Package
Log Off
Rates and Delivery Times:
Choose Best Price or Faster Delivery to highlight the rate you prefer.
To filter your results, choose options below and click the Update button.
For more information about the Rate Grid, click More.
Help
iShip Optimizer:
Best Price
Fastest Delivery
Next Day
2nd Day
3rd Day
Airborne Express Second Day $13 48
FedEx Second Day $18 99
UPS
Next Day Air Early AM 8 30am $62 65
Next Day Air 10 30am $35 14
Next Day Air Saver 3 00pm $31 02
2nd Day Air AM 12 00pm $18 92
2nd Day Air End of Day $16 99
3 Day Select End of Day $12 43
Ground End of Day $8 57
USPS Parcel Post $11.17
Shipping Charges: $8.57
Shipment Info:
No. of Packages: 1
iShip com
Bellevue, WA 98006
Destination: Prosser, WA 99350
United States
Package Info:
Weight: 3.2 lb.
Packaging Type: My Own
Dimensions: 10"x8"x5"
Loss Protection: Yes, $150
COD: --
Having Trouble?
Questions or Comments
Back
Done
5136
5308
5135
5311
5310
5129
5128
5300
5306
5307
5303
5304
5305
5315
5302
5301
5312

FIG. 40

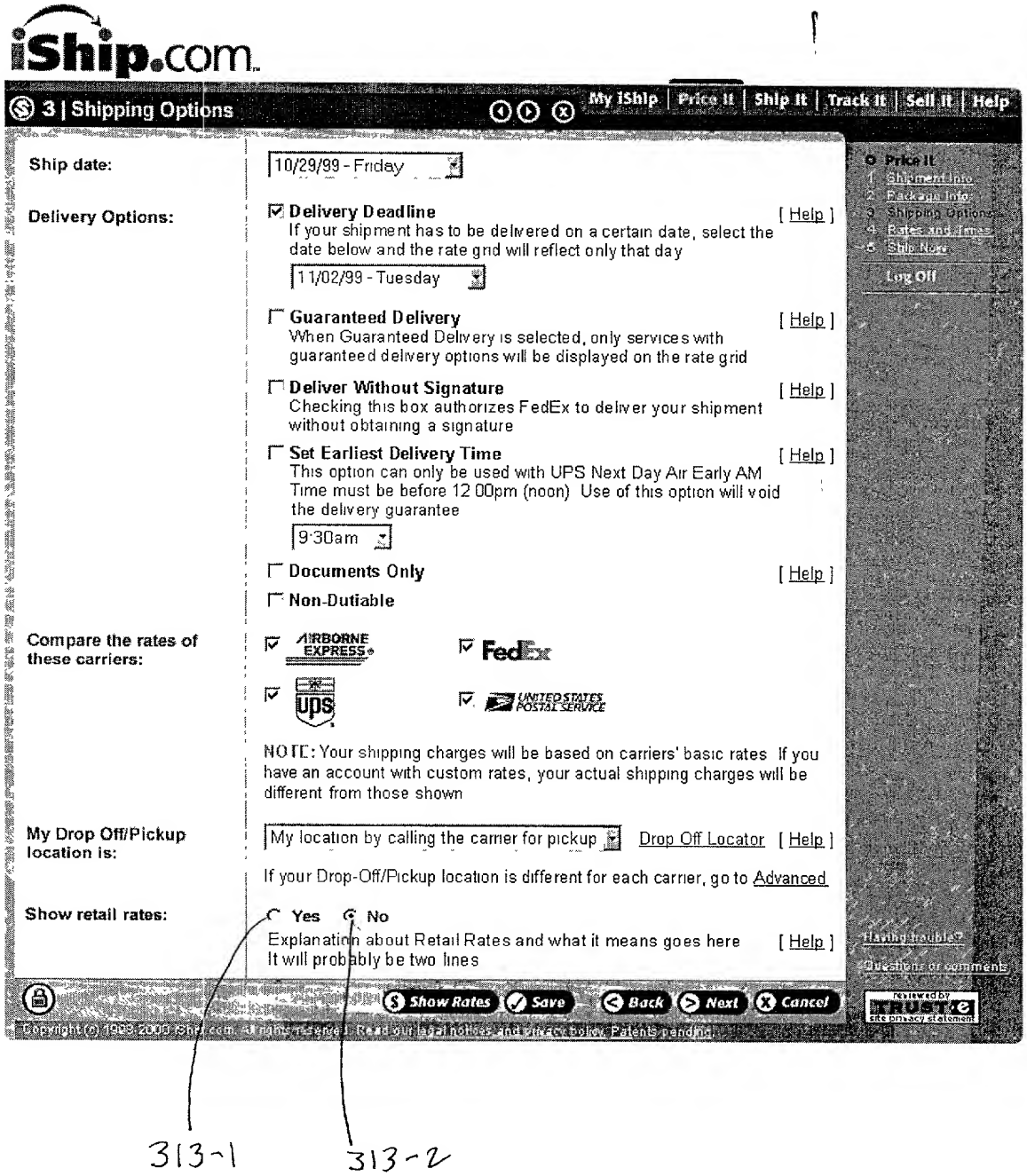

iShip.com
3 | Shipping Options
My iShip | Price It | Ship It | Track It | Sell It | Help
Ship date:
10/29/99 - Friday
Delivery Options:
Delivery Deadline [Help]
If your shipment has to be delivered on a certain date, select the date below and the rate grid will reflect only that day
11/02/99 - Tuesday
Guaranteed Delivery [Help]
When Guaranteed Delivery is selected, only services with guaranteed delivery options will be displayed on the rate grid
Deliver Without Signature [Help]
Checking this box authorizes FedEx to deliver your shipment without obtaining a signature
Set Earliest Delivery Time [Help]
This option can only be used with UPS Next Day Air Early AM Time must be before 12 00pm (noon) Use of this option will void the delivery guarantee
9:30am
Documents Only [Help]
Non-Dutiable
Compare the rates of these carriers:
AIRBORNE EXPRESS
FedEx
UPS
UNITED STATES POSTAL SERVICE
NOTE: Your shipping charges will be based on carriers' basic rates If you have an account with custom rates, your actual shipping charges will be different from those shown
My Drop Off/Pickup location is:
My location by calling the carrier for pickup
Drop Off Locator [Help]
If your Drop-Off/Pickup location is different for each carrier, go to Advanced
Show retail rates:
Yes
No
Explanation about Retail Rates and what it means goes here It will probably be two lines [Help]
Price It
1 Shipment Info
2 Package Info
3 Shipping Options
4 Rates and Times
5 Ship Now
Log Off
Having trouble?
Questions or comments
Show Rates
Save
Back
Next
Cancel
Copyright © 1999-2000 iShip.com. All rights reserved. Read our legal notices and privacy policy. Patents pending.
313-1
313-2

FIG. 41

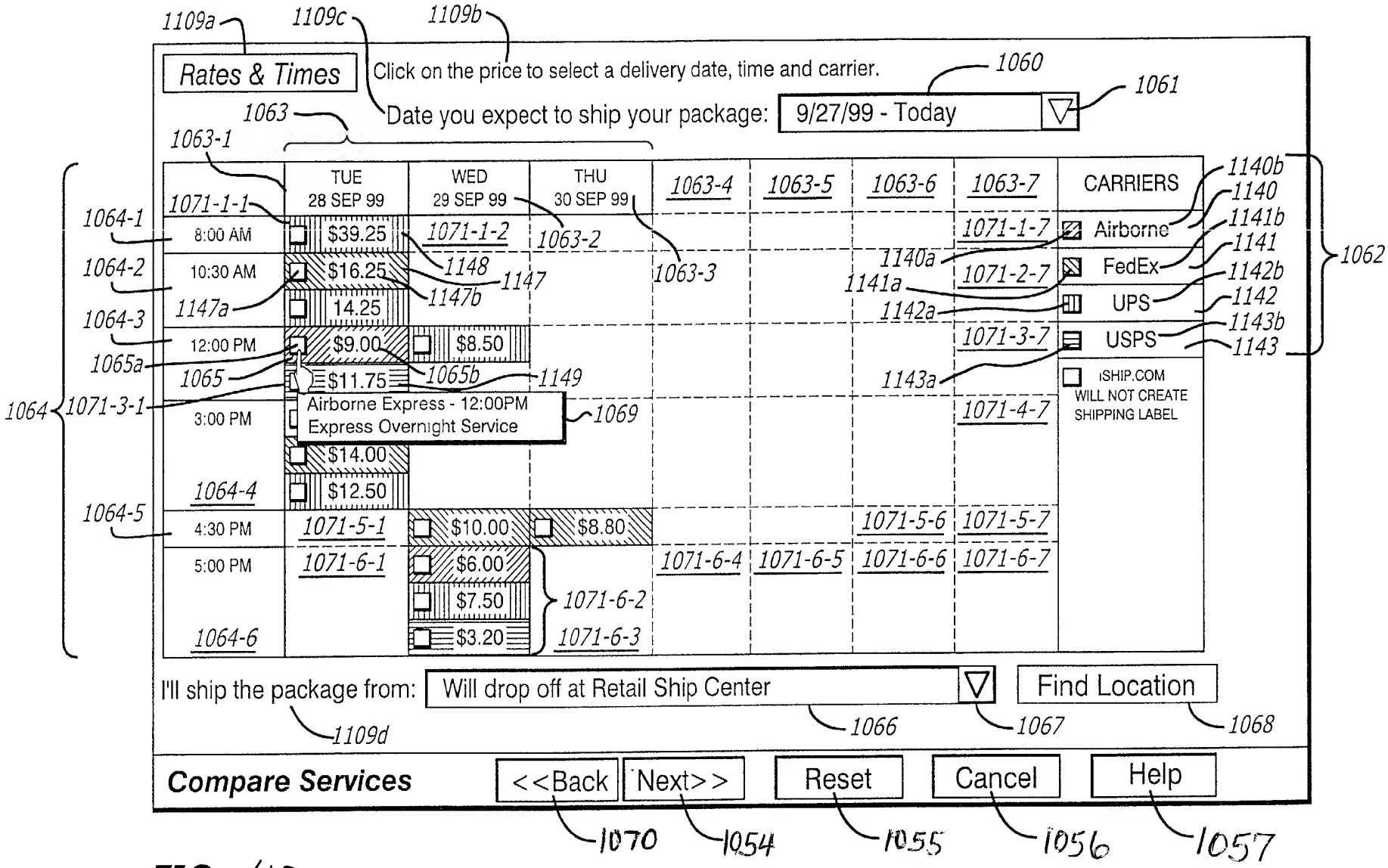

1109a
1109c
1109b
Rates & Times
Click on the price to select a delivery date, time and carrier.
1060
1061
1063
Date you expect to ship your package:
9/27/99 - Today
1063-1
TUE 28 SEP 99
WED 29 SEP 99
THU 30 SEP 99
1063-4
1063-5
1063-6
1063-7
CARRIERS
1140b
1140
1141b
1141
1142b
1142
1143b
1143
1062
1071-1-1
1064-1
8:00 AM
$39.25
1071-1-2
1063-2
1063-3
1071-1-7
Airborne
1064-2
10:30 AM
$16.25
1148
1147
1147b
1140a
1141a
1071-2-7
FedEx
1147a
14.25
1142a
UPS
1064-3
12:00 PM
$9.00
$8.50
1071-3-7
USPS
1065a
1065
$11.75
1065b
1149
1143a
iSHIP.COM WILL NOT CREATE SHIPPING LABEL
1064
1071-3-1
3:00 PM
Airborne Express - 12:00PM Express Overnight Service
1069
1071-4-7
$14.00
1064-4
$12.50
1064-5
4:30 PM
1071-5-1
$10.00
$8.80
1071-5-6
1071-5-7
5:00 PM
1071-6-1
$6.00
1071-6-4
1071-6-5
1071-6-6
1071-6-7
$7.50
1071-6-2
1064-6
$3.20
1071-6-3
I'll ship the package from:
Will drop off at Retail Ship Center
Find Location
1109d
1066
1067
1068
Compare Services
<<Back
Next>>
Reset
Cancel
Help
1070
1054
1055
1056
1057

FIG. 42

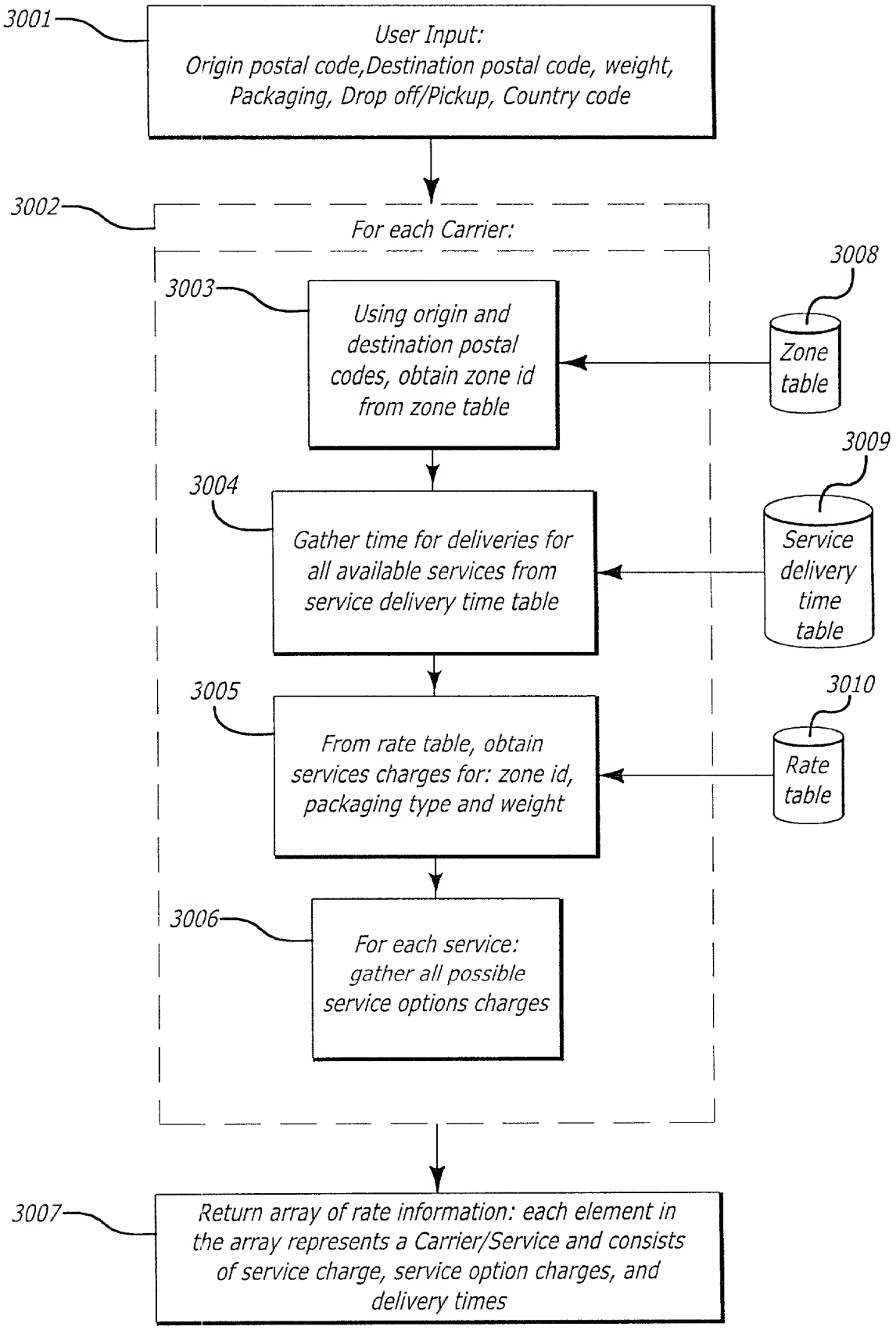

3001
User Input:
Origin postal code,Destination postal code, weight,
Packaging, Drop off/Pickup, Country code
3002
For each Carrier:
3003
Using origin and destination postal codes, obtain zone id from zone table
3008
Zone table
3004
Gather time for deliveries for all available services from service delivery time table
3009
Service delivery time table
3005
From rate table, obtain services charges for: zone id, packaging type and weight
3010
Rate table
3006
For each service: gather all possible service options charges
3007
Return array of rate information: each element in the array represents a Carrier/Service and consists of service charge, service option charges, and delivery times

FIG. 43

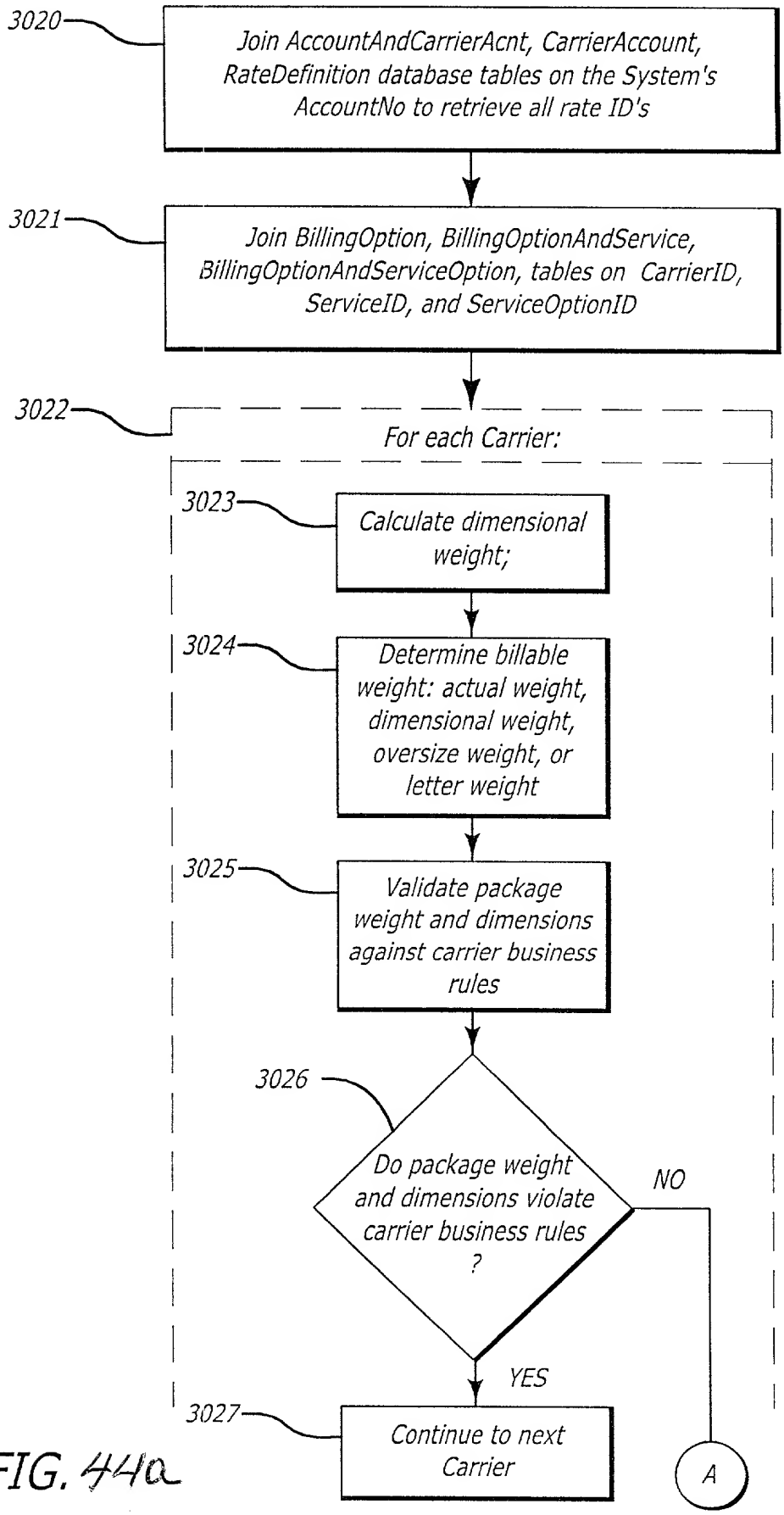

3020
Join AccountAndCarrierAcnt, CarrierAccount, RateDefinition database tables on the System's AccountNo to retrieve all rate ID's
3021
Join BillingOption, BillingOptionAndService, BillingOptionAndServiceOption, tables on CarrierID, ServiceID, and ServiceOptionID
3022
For each Carrier:
3023
Calculate dimensional weight;
3024
Determine billable weight: actual weight, dimensional weight, oversize weight, or letter weight
3025
Validate package weight and dimensions against carrier business rules
3026
Do package weight and dimensions violate carrier business rules ?
NO
YES
3027
Continue to next Carrier
A

FIG. 44a

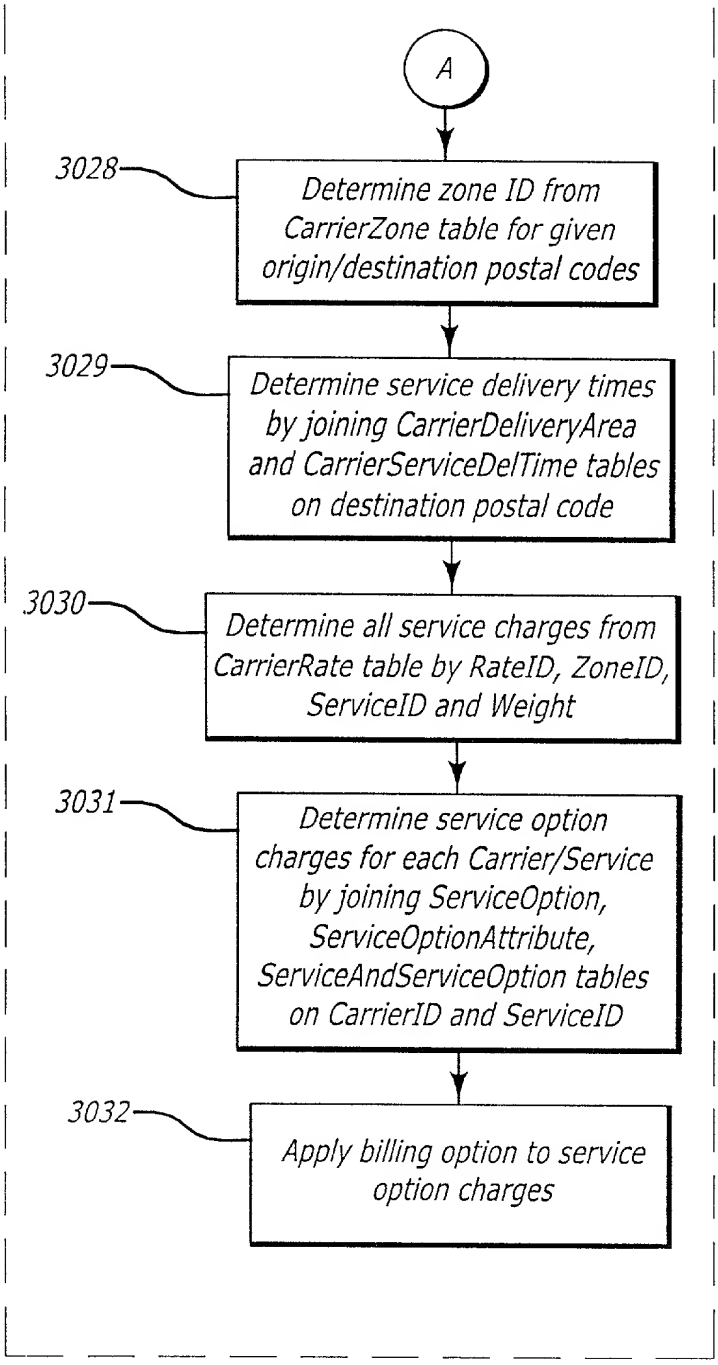

A
3028
Determine zone ID from CarrierZone table for given origin/destination postal codes
3029
Determine service delivery times by joining CarrierDeliveryArea and CarrierServiceDelTime tables on destination postal code
3030
Determine all service charges from CarrierRate table by RateID, ZoneID, ServiceID and Weight
3031
Determine service option charges for each Carrier/Service by joining ServiceOption, ServiceOptionAttribute, ServiceAndServiceOption tables on CarrierID and ServiceID
3032
Apply billing option to service option charges

FIG. 44b

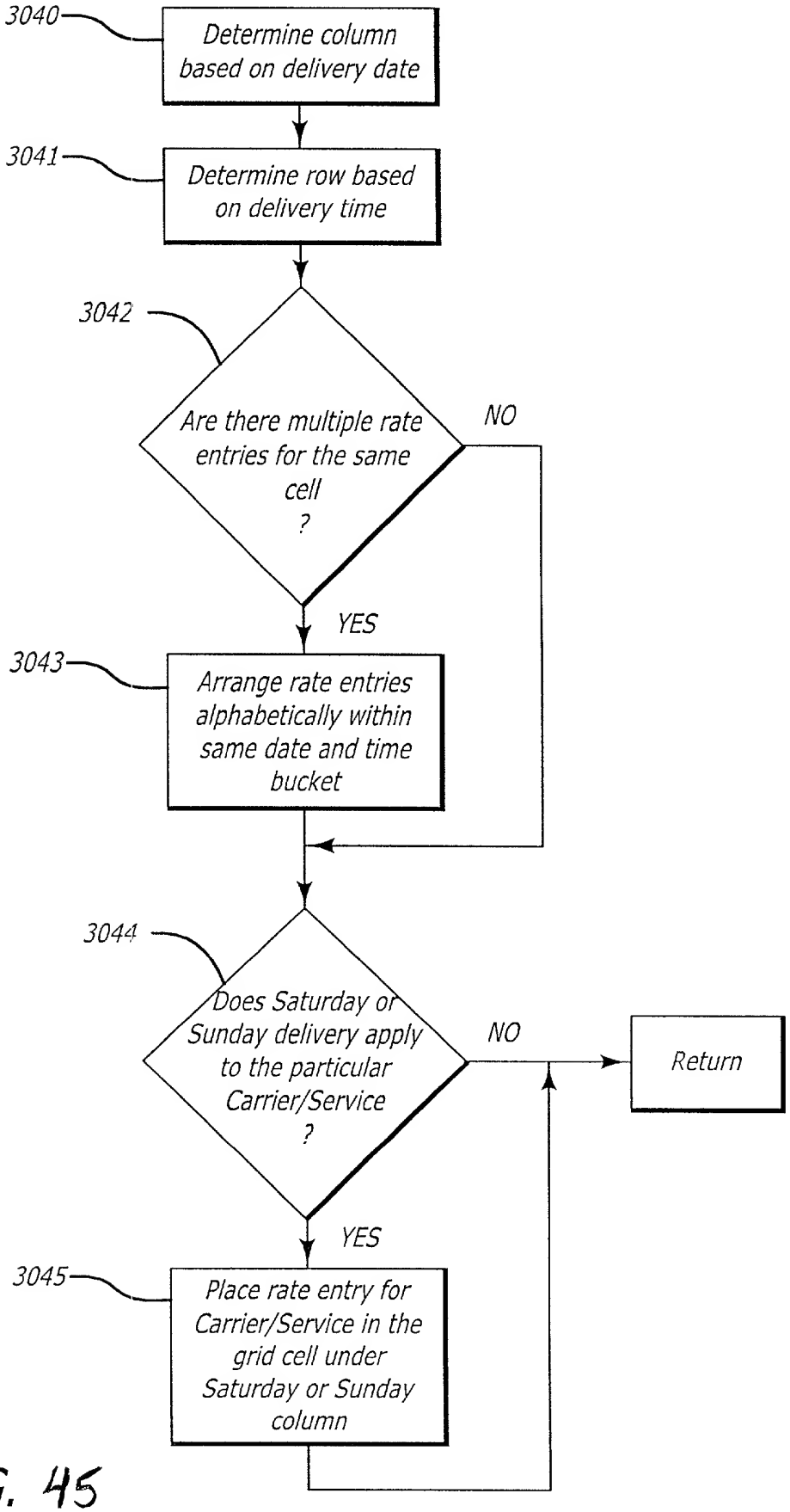

3040
Determine column based on delivery date
3041
Determine row based on delivery time
3042
Are there multiple rate entries for the same cell ?
NO
YES
3043
Arrange rate entries alphabetically within same date and time bucket
3044
Does Saturday or Sunday delivery apply to the particular Carrier/Service ?
NO
Return
YES
3045
Place rate entry for Carrier/Service in the grid cell under Saturday or Sunday column

FIG. 45

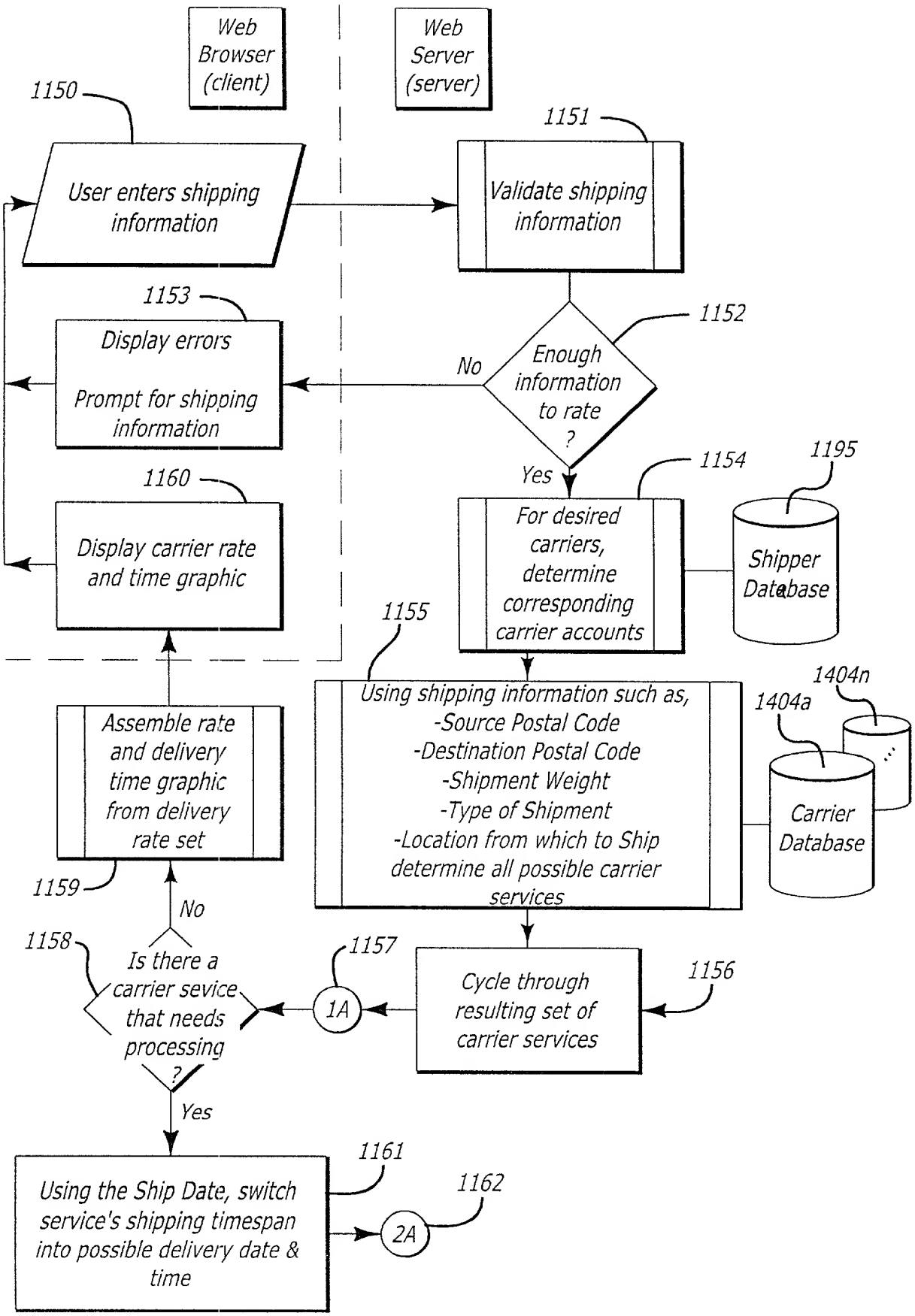

Web Browser (client)
Web Server (server)
1150
User enters shipping information
1151
Validate shipping information
1153
Display errors
Prompt for shipping information
No
1152
Enough information to rate ?
Yes
1154
For desired carriers, determine corresponding carrier accounts
1195
Shipper Database
1160
Display carrier rate and time graphic
1155
Using shipping information such as,
-Source Postal Code
-Destination Postal Code
-Shipment Weight
-Type of Shipment
-Location from which to Ship
determine all possible carrier services
1404n
1404a
Carrier Database
Assemble rate and delivery time graphic from delivery rate set
1159
No
1158
Is there a carrier sevice that needs processing ?
1157
1A
Cycle through resulting set of carrier services
1156
Yes
1161
Using the Ship Date, switch service's shipping timespan into possible delivery date & time
1162
2A

FIG. 46a

1D2626-2626D

FIG. 46b

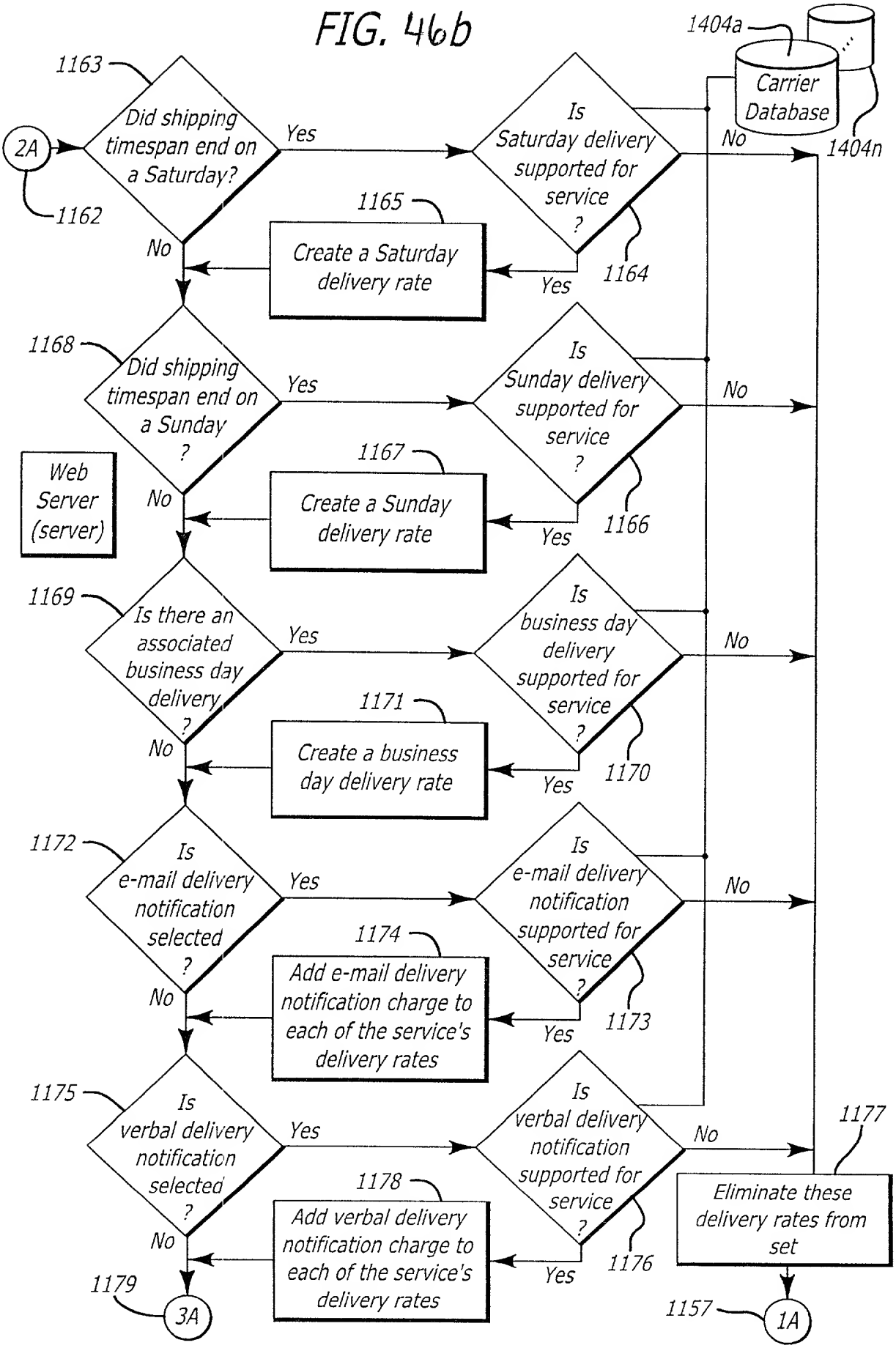
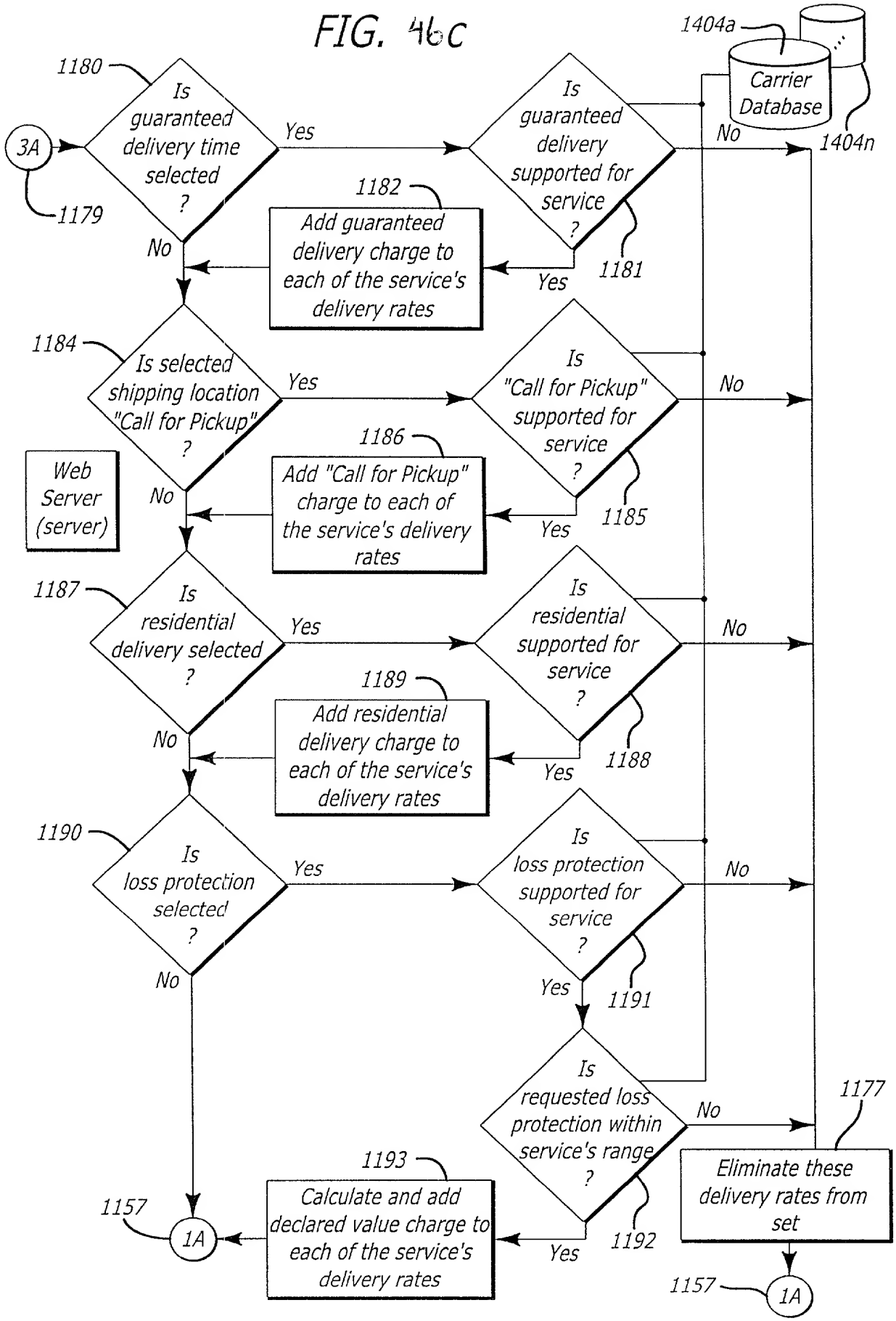


FIG. 46c


1404a
Carrier Database
1404n
1180
Is guaranteed delivery time selected ?
3A
1179
Yes
No
Is guaranteed delivery supported for service ?
No
Yes
1181
1182
Add guaranteed delivery charge to each of the service's delivery rates
1184
Is selected shipping location "Call for Pickup" ?
Yes
No
Is "Call for Pickup" supported for service ?
No
Yes
1185
1186
Add "Call for Pickup" charge to each of the service's delivery rates
Web Server (server)
1187
Is residential delivery selected ?
Yes
No
Is residential supported for service ?
No
Yes
1188
1189
Add residential delivery charge to each of the service's delivery rates
1190
Is loss protection selected ?
Yes
No
Is loss protection supported for service ?
No
Yes
1191
Is requested loss protection within service's range ?
No
Yes
1192
1177
Eliminate these delivery rates from set
1193
Calculate and add declared value charge to each of the service's delivery rates
1157
1A
1157
1A

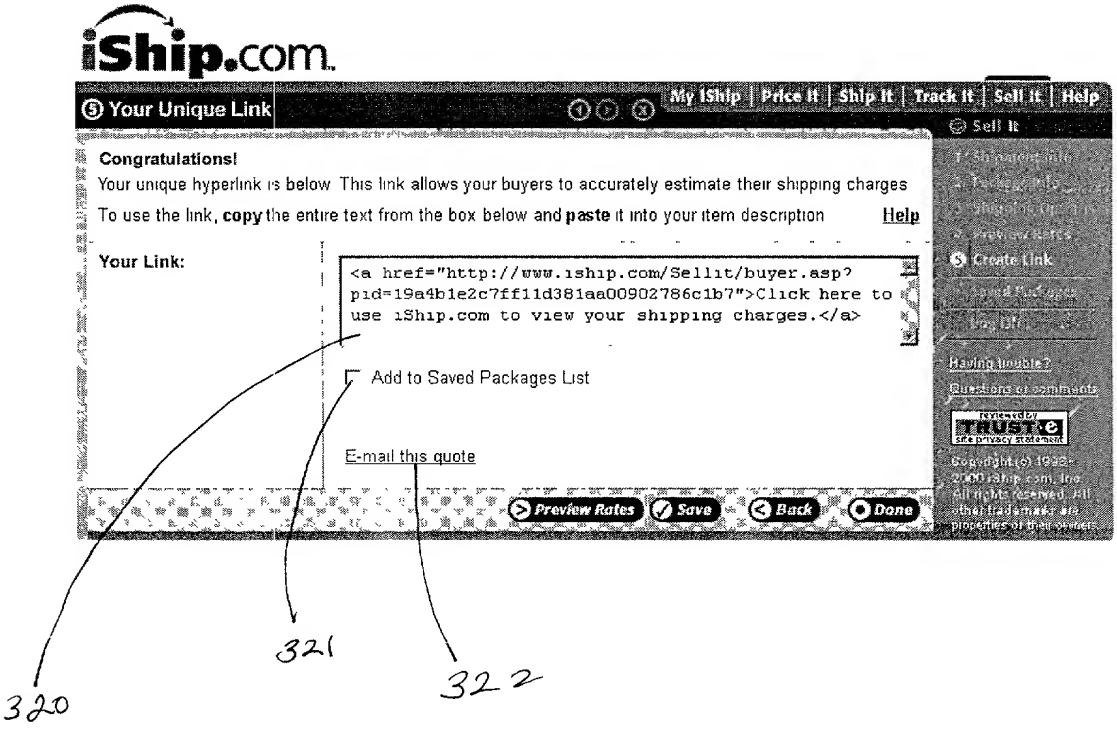

iShip.com
Your Unique Link
My iShip | Price It | Ship It | Track It | Sell It | Help
Sell It
Congratulations!
Your unique hyperlink is below This link allows your buyers to accurately estimate their shipping charges
To use the link, copy the entire text from the box below and paste it into your item description
Help
Your Link:
Click here to use iShip.com to view your shipping charges.
Add to Saved Packages List
E-mail this quote
Preview Rates
Save
Back
Done
Create Link
Having trouble?
Questions or comments
320
321
322

FIG. 47

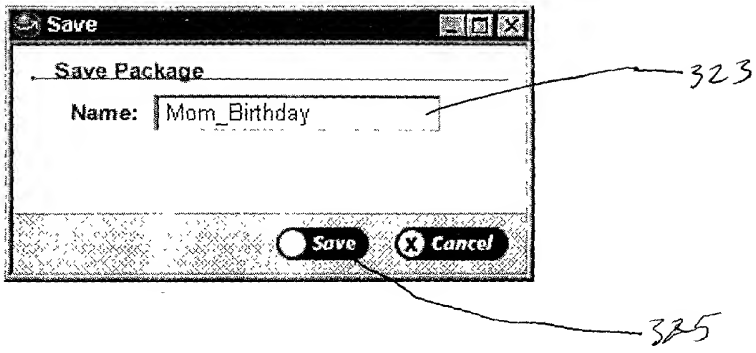

Save
Save Package
Name:
Mom_Birthday
Save
Cancel
323
325

FIG. 48

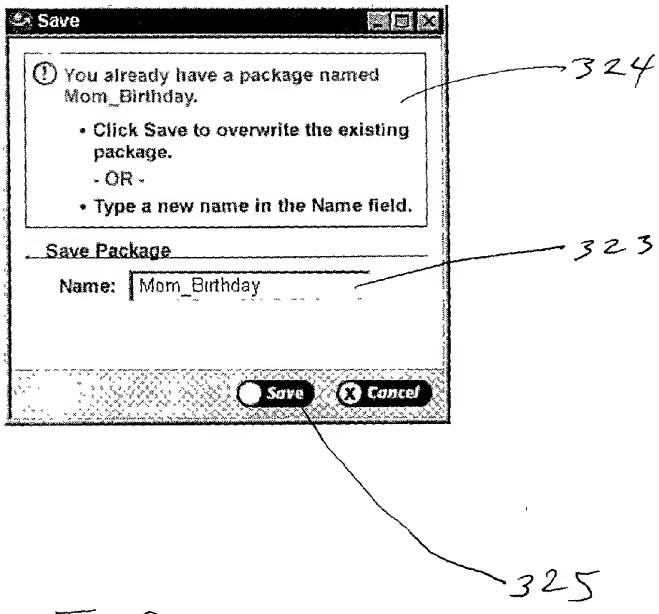

Save
You already have a package named Mom_Birthday.
• Click Save to overwrite the existing package.
- OR -
• Type a new name in the Name field.
Save Package
Name:
Mom_Birthday
Save
Cancel
324
323
325

FIG. 49

<a target="_new"

href="http://iship.com/commerce/default.asp?K=A6V1XZ

&W=10&V=0&H=0">View Tour Shipping Costs!

2210 2210-1 2210-2 2211 2212 2213 2214

FIG. 50

<a href="http://iship.com/Sellit/buyer.asp?

pid=f429b0d0abc411d39f8000902789280b"

2220

>Click here to use iShip.com to view your shipping charges.

2214

FIG. 51

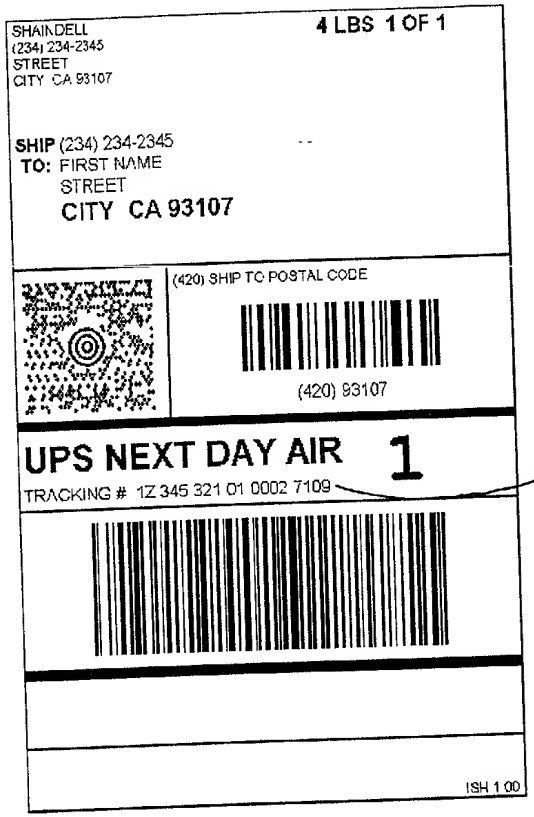
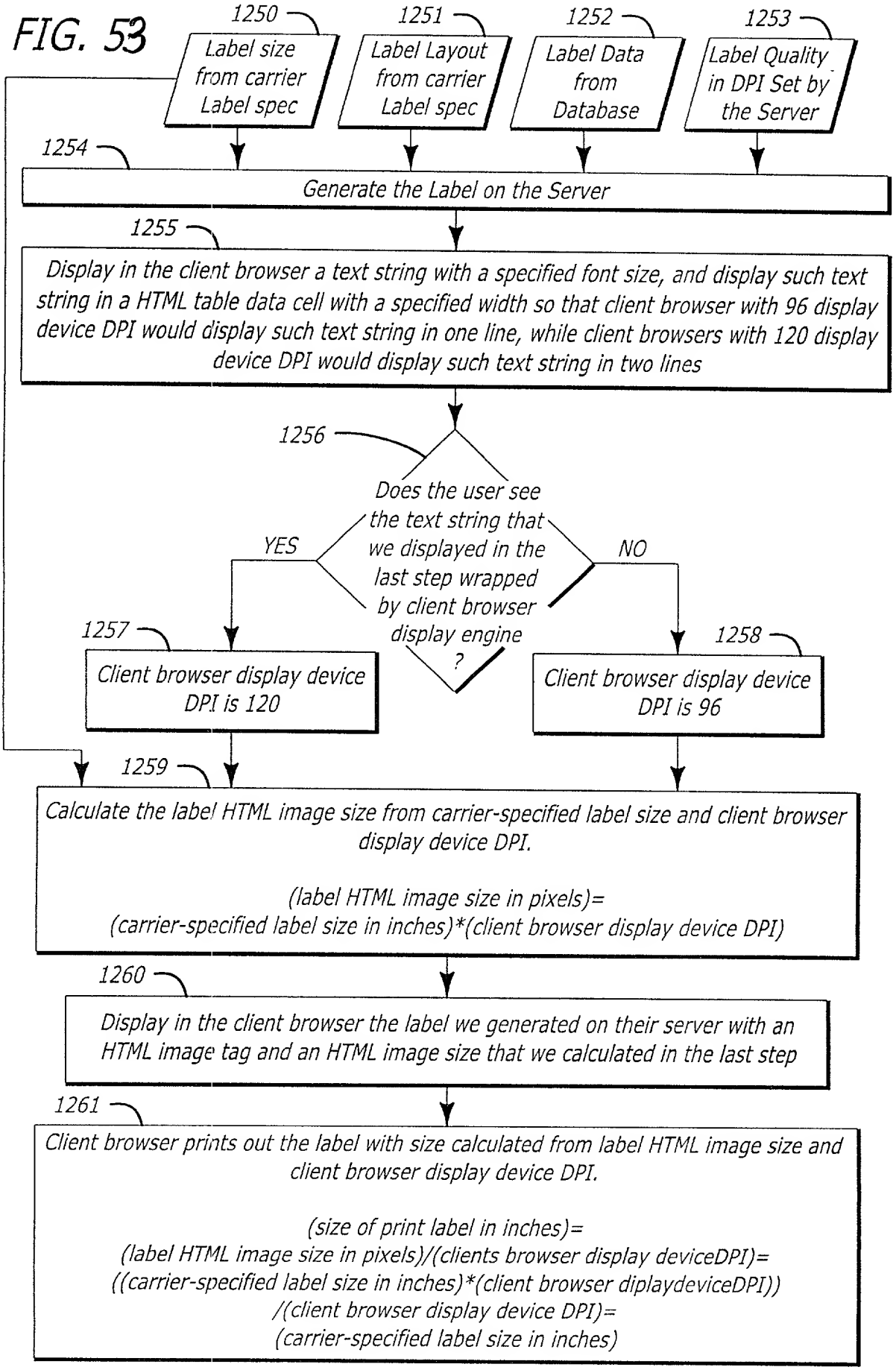

SHAINDELL
(234) 234-2345
STREET
CITY CA 93107
4 LBS 1 OF 1
SHIP (234) 234-2345
TO: FIRST NAME
STREET
CITY CA 93107
(420) SHIP TO POSTAL CODE
(420) 93107
UPS NEXT DAY AIR 1
TRACKING # 1Z 345 321 01 0002 7109
ISH 1 00
330

FIG. 52

FIG. 53


1250
Label size from carrier Label spec
1251
Label Layout from carrier Label spec
1252
Label Data from Database
1253
Label Quality in DPI Set by the Server
1254
Generate the Label on the Server
1255
Display in the client browser a text string with a specified font size, and display such text string in a HTML table data cell with a specified width so that client browser with 96 display device DPI would display such text string in one line, while client browsers with 120 display device DPI would display such text string in two lines
1256
Does the user see the text string that we displayed in the last step wrapped by client browser display engine ?
YES
NO
1257
Client browser display device DPI is 120
1258
Client browser display device DPI is 96
1259
Calculate the label HTML image size from carrier-specified label size and client browser display device DPI.
(label HTML image size in pixels)=
(carrier-specified label size in inches)*(client browser display device DPI)
1260
Display in the client browser the label we generated on their server with an HTML image tag and an HTML image size that we calculated in the last step
1261
Client browser prints out the label with size calculated from label HTML image size and client browser display device DPI.
(size of print label in inches)=
(label HTML image size in pixels)/(clients browser display deviceDPI)=
((carrier-specified label size in inches)*(client browser diplaydeviceDPI))
/(client browser display device DPI)=
(carrier-specified label size in inches)

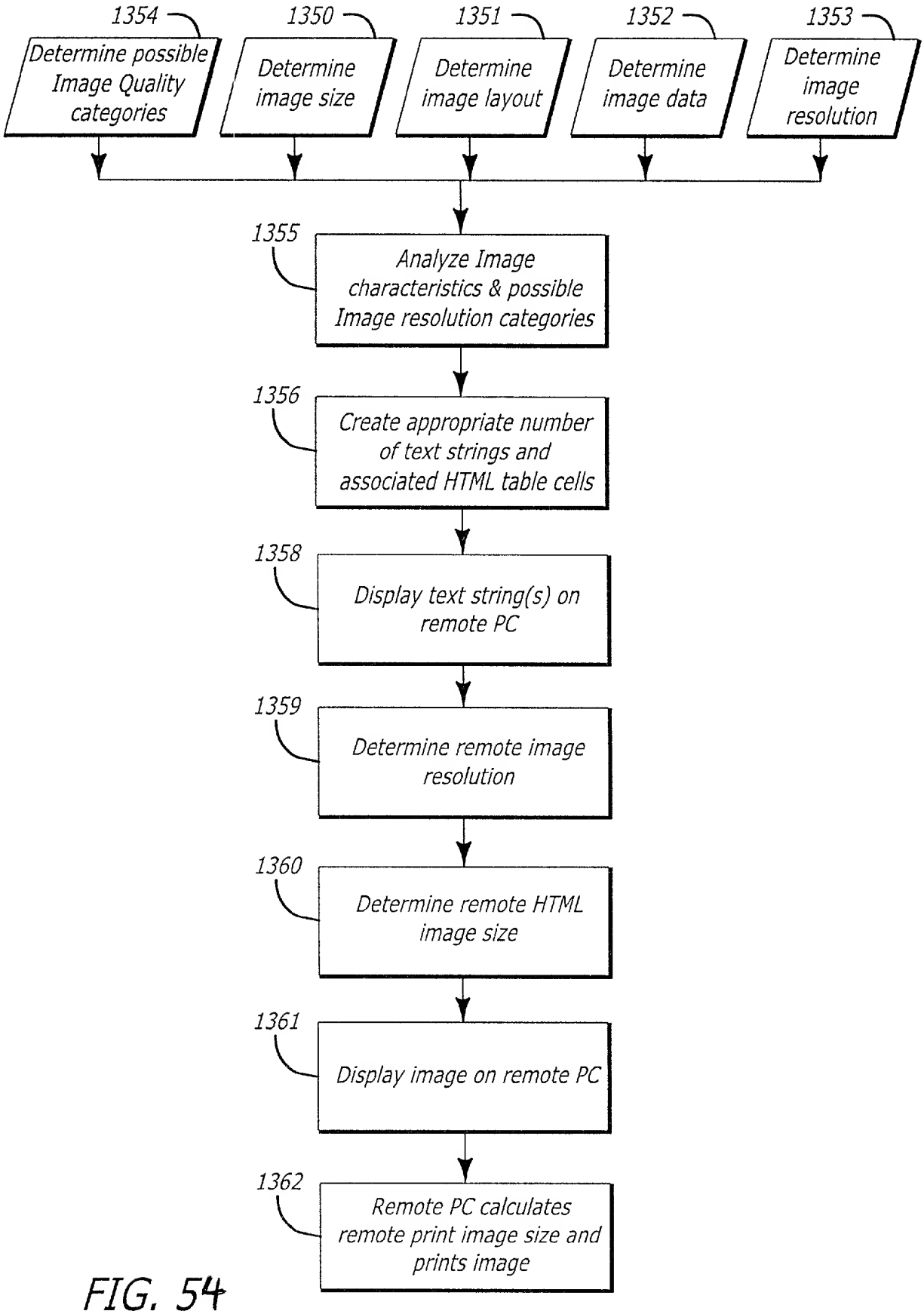

1354
Determine possible Image Quality categories
1350
Determine image size
1351
Determine image layout
1352
Determine image data
1353
Determine image resolution
1355
Analyze Image characteristics & possible Image resolution categories
1356
Create appropriate number of text strings and associated HTML table cells
1358
Display text string(s) on remote PC
1359
Determine remote image resolution
1360
Determine remote HTML image size
1361
Display image on remote PC
1362
Remote PC calculates remote print image size and prints image

FIG. 54

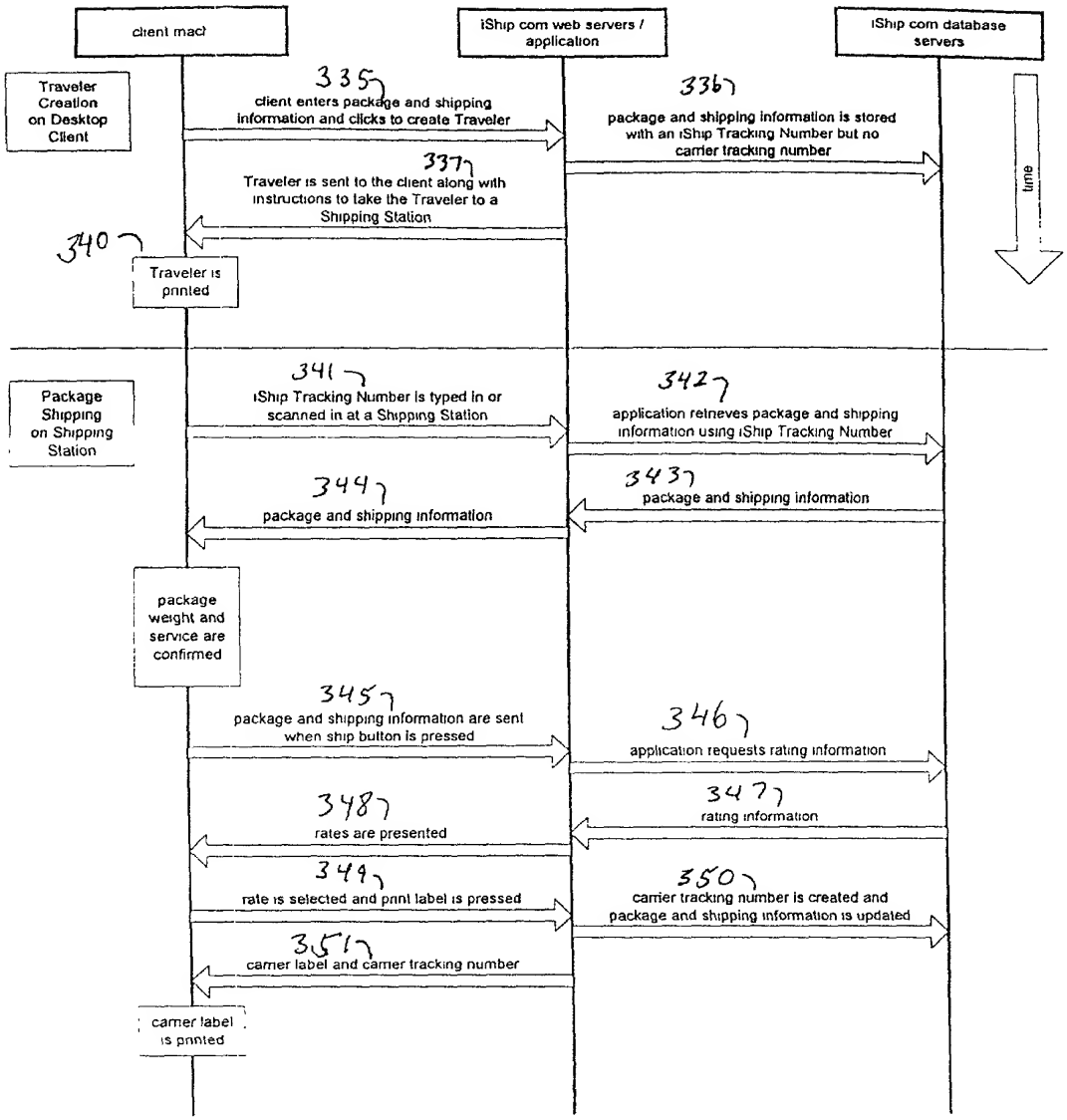

client mac
iShip com web servers / application
iShip com database servers
Traveler Creation on Desktop Client
335
client enters package and shipping information and clicks to create Traveler
336
package and shipping information is stored with an iShip Tracking Number but no carrier tracking number
337
Traveler is sent to the client along with instructions to take the Traveler to a Shipping Station
340
Traveler is printed
time
Package Shipping on Shipping Station
341
iShip Tracking Number is typed in or scanned in at a Shipping Station
342
application retrieves package and shipping information using iShip Tracking Number
343
package and shipping information
344
package and shipping information
package weight and service are confirmed
345
package and shipping information are sent when ship button is pressed
346
application requests rating information
347
rating information
348
rates are presented
349
rate is selected and print label is pressed
350
carrier tracking number is created and package and shipping information is updated
351
carrier label and carrier tracking number
carrier label is printed

FIG. 55

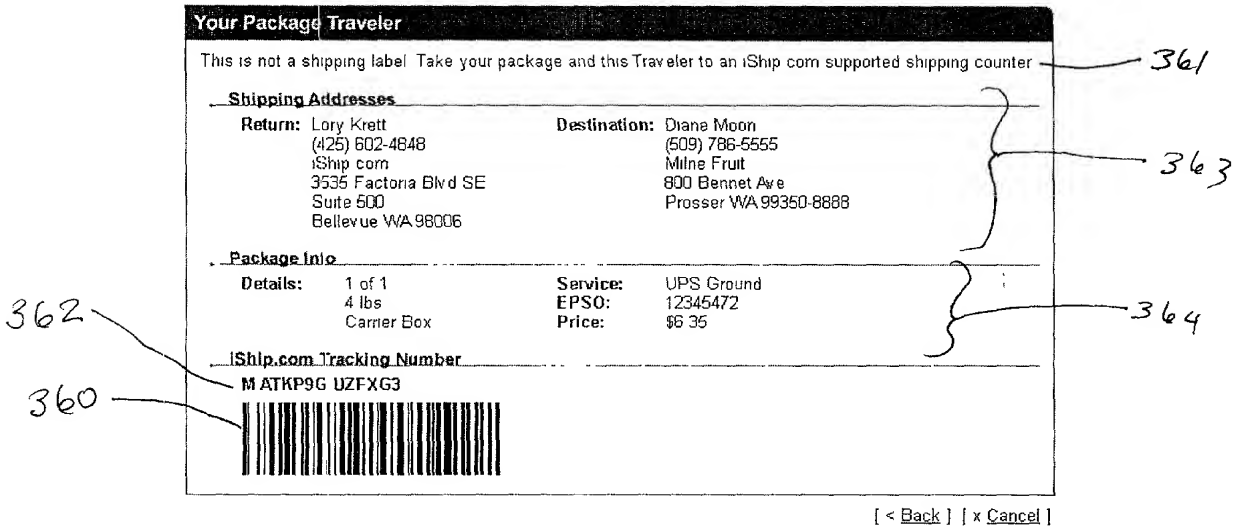

Your Package Traveler
This is not a shipping label Take your package and this Traveler to an iShip com supported shipping counter
361
Shipping Addresses
Return: Lory Krett
(425) 602-4848
iShip com
3535 Factoria Blvd SE
Suite 500
Bellevue WA 98006
Destination: Diane Moon
(509) 786-5555
Milne Fruit
800 Bennet Ave
Prosser WA 99350-8888
363
Package Info
Details: 1 of 1
4 lbs
Carrier Box
Service: UPS Ground
EPSO: 12345472
Price: $6 35
364
362
iShip.com Tracking Number
M ATKP9G UZFXG3
360
[< Back] [x Cancel]

FIG. 56

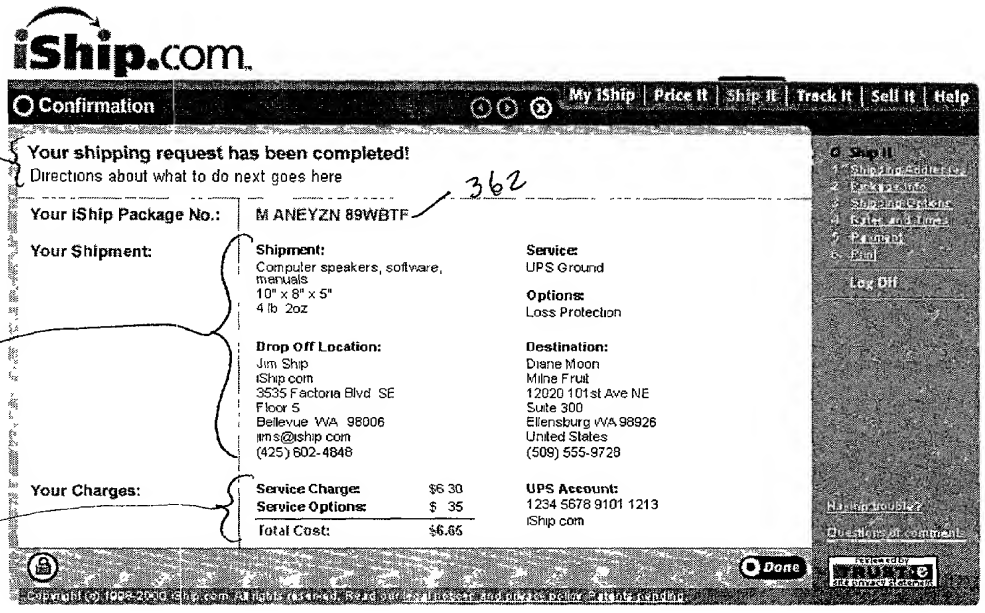

iShip.com
Confirmation
My iShip | Price It | Ship It | Track It | Sell It | Help
370
Your shipping request has been completed!
Directions about what to do next goes here
362
Your iShip Package No.:
M ANEYZN 89WBTF
Your Shipment:
371
Shipment:
Computer speakers, software, manuals
10" x 8" x 5"
4 lb 2oz
Service:
UPS Ground
Options:
Loss Protection
Drop Off Location:
Jim Ship
iShip.com
3535 Factoria Blvd SE
Floor 5
Bellevue WA 98006
jms@iship.com
(425) 602-4848
Destination:
Diane Moon
Milne Fruit
12020 101st Ave NE
Suite 300
Ellensburg WA 98926
United States
(509) 555-9728
Your Charges:
372
Service Charge: $6.30
Service Options: $ .35
Total Cost: $6.65
UPS Account:
1234 5678 9101 1213
iShip.com
Ship It
Log Off
Done

FIG. 57

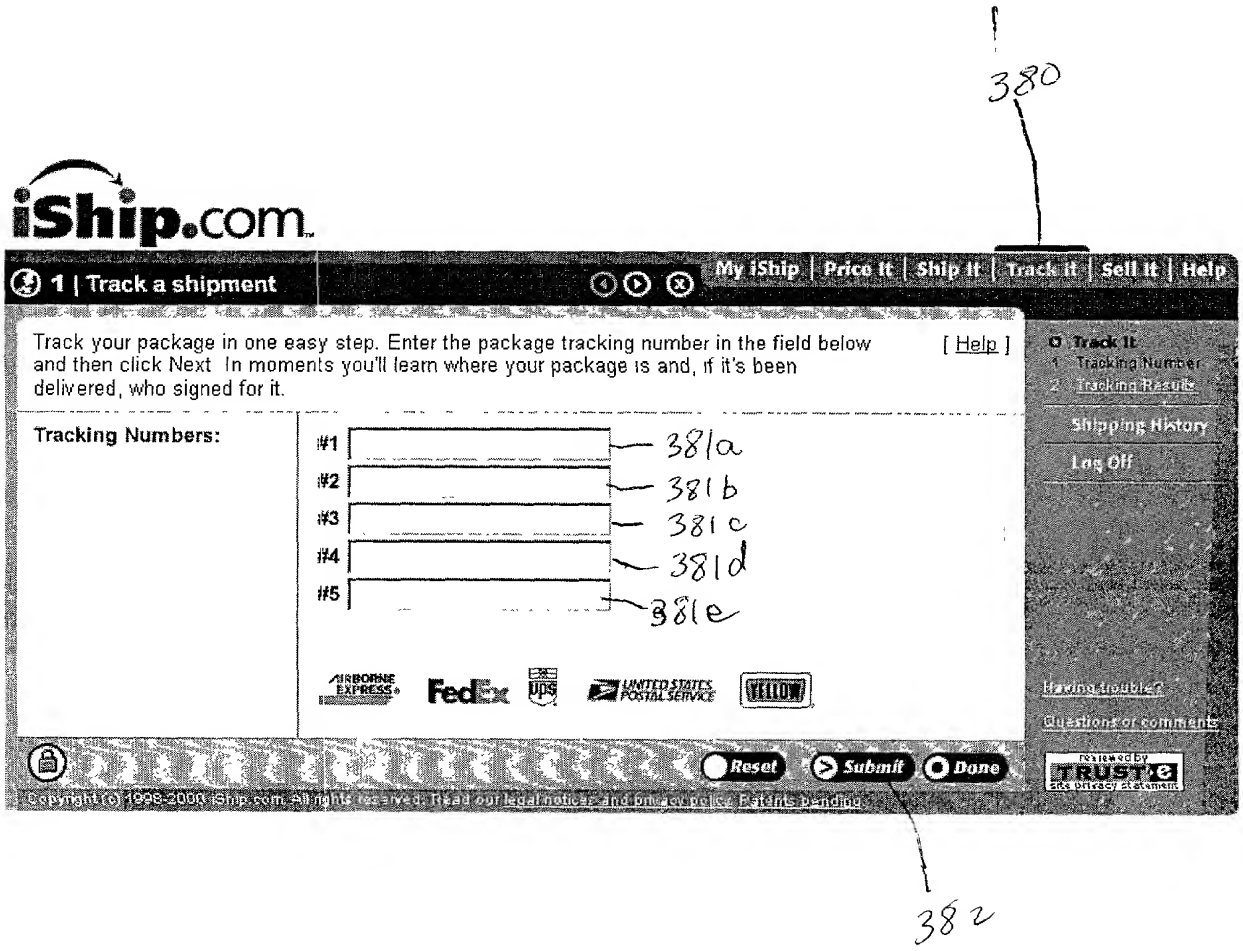

380
iShip.com
1 | Track a shipment
My iShip | Price It | Ship It | Track It | Sell It | Help
Track your package in one easy step. Enter the package tracking number in the field below and then click Next. In moments you'll learn where your package is and, if it's been delivered, who signed for it.
[Help]
Track It
1 Tracking Number
2 Tracking Results
Shipping History
Log Off
Tracking Numbers:
#1
#2
#3
#4
#5
381a
381b
381c
381d
381e
AIRBORNE EXPRESS
FedEx
UPS
UNITED STATES POSTAL SERVICE
YELLOW
Having trouble?
Questions or comments
Reset
Submit
Done
TRUSTe
Copyright © 1998-2000 iShip.com. All rights reserved. Read our legal notices and privacy policy. Patents pending.
382

FIG. 58

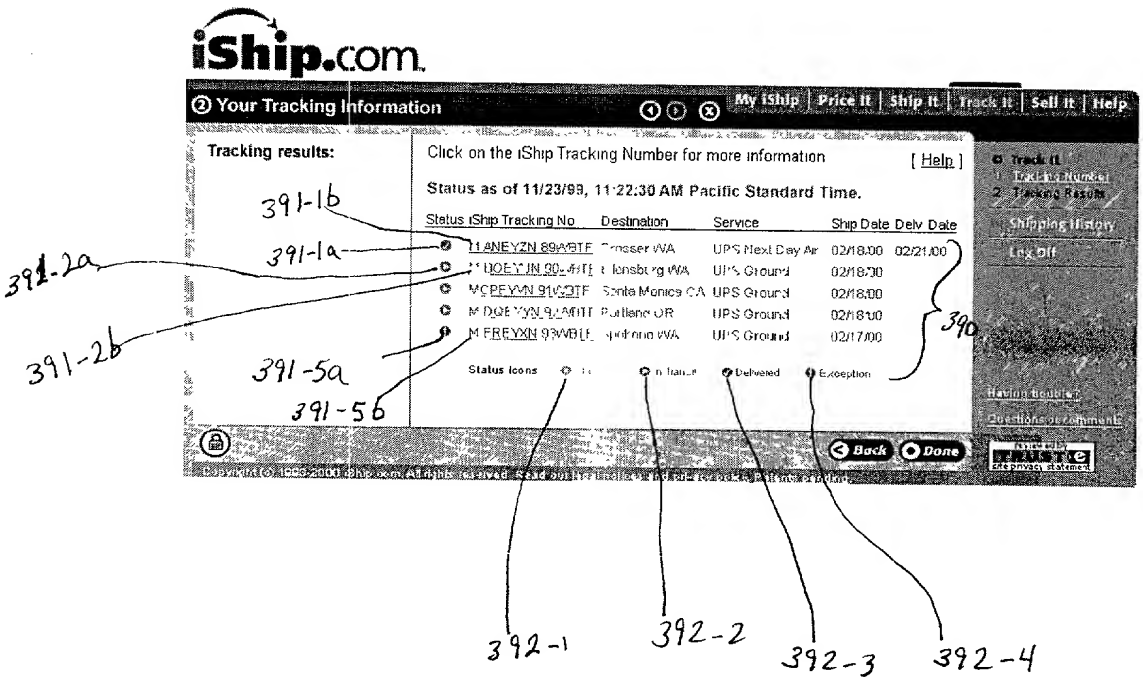

iShip.com
Your Tracking Information
My iShip | Price It | Ship It | Track It | Sell It | Help
Tracking results:
Click on the iShip Tracking Number for more information
[Help]
Status as of 11/23/99, 11:22:30 AM Pacific Standard Time.
Status iShip Tracking No Destination Service Ship Date Delv Date
1LANEYZN 89AYBTF Prosser WA UPS Next Day Air 02/18/00 02/21/00
1UOEYJN 90 4YTF Ellensburg WA UPS Ground 02/18/00
MCPEYVN 91WQTF Santa Monica CA UPS Ground 02/18/00
MDQEYVN 9AMDTF Portland OR UPS Ground 02/18/00
MFREYXN 93WBTF Spokane WA UPS Ground 02/17/00
Status Icons
In Transit
Delivered
Exception
Track It
1 Tracking Number
2 Tracking Results
Shipping History
Log Off
Having trouble?
Questions or comments
Back
Done
391-1b
391-1a
391-2a
391-2b
391-5a
391-5b
390
392-1
392-2
392-3
392-4

FIG. 59

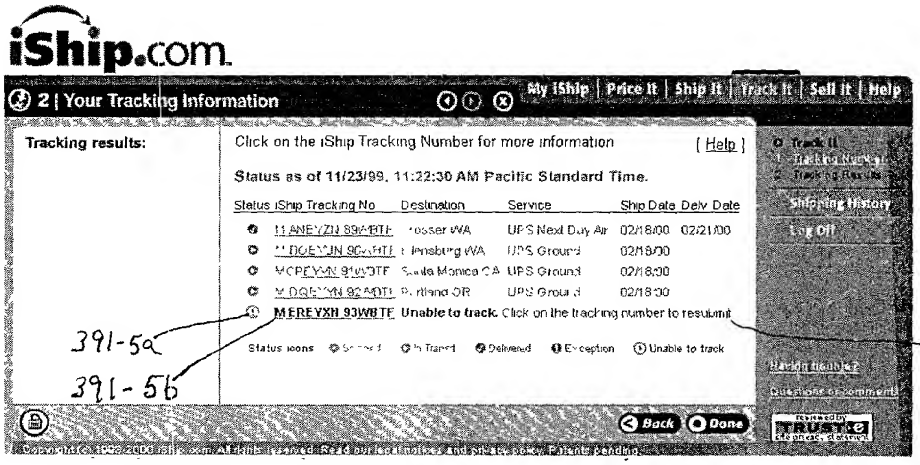

iShip.com
2 | Your Tracking Information
My iShip | Price It | Ship It | Track It | Sell It | Help
Tracking results:
Click on the iShip Tracking Number for more information
[Help]
Status as of 11/23/99, 11:22:30 AM Pacific Standard Time.
Status iShip Tracking No Destination Service Ship Date Delv Date
1ANEYZN 93WBTF Kelso WA UPS Next Day Air 02/18/00 02/21/00
1DGEYXN 93WBTF Ferndale WA UPS Ground 02/18/00
MCPEYXN 93WBTF Santa Monica CA UPS Ground 02/18/00
MDGEYXN 93WBTF Portland OR UPS Ground 02/18/00
MEREYXN 93WBTF Unable to track. Click on the tracking number to resubmit
Status Icons Delivered Exception Unable to track
Shipping History
Log Off
Back
Done
391-5a
391-5b
391-5c

FIG. 60

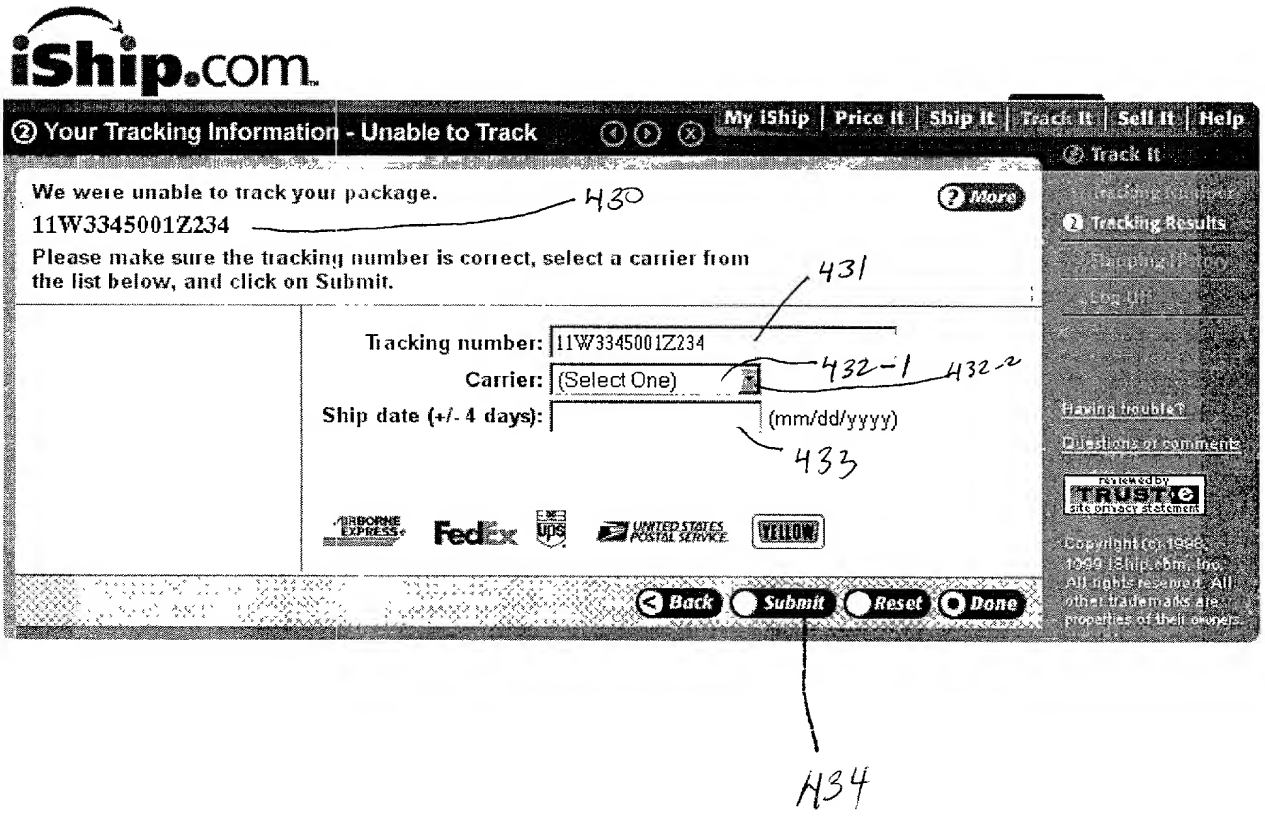

iShip.com
Your Tracking Information - Unable to Track
My iShip | Price It | Ship It | Track It | Sell It | Help
Track It
We were unable to track your package.
11W3345001Z234
Please make sure the tracking number is correct, select a carrier from the list below, and click on Submit.
More
Tracking Results
Tracking number: 11W3345001Z234
Carrier: (Select One)
Ship date (+/- 4 days): (mm/dd/yyyy)
Having trouble?
Questions or comments
TRUSTe site privacy statement
Copyright (c) 1998-1999 iShip.com, Inc. All rights reserved. All other trademarks are properties of their owners.
Back
Submit
Reset
Done
430
431
432-1
432-2
433
434

Fig. 61

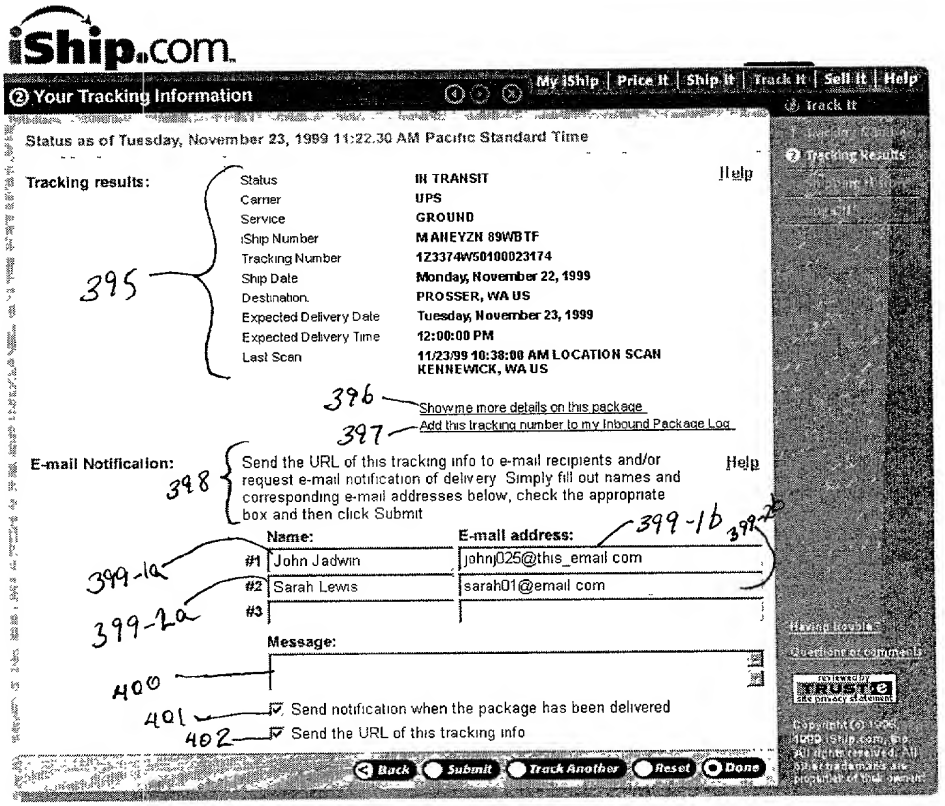

iShip.com
My iShip | Price It | Ship It | Track It | Sell It | Help
Your Tracking Information
Track It
Tracking Results
Status as of Tuesday, November 23, 1999 11:22:30 AM Pacific Standard Time
Tracking results:
Help
Status IN TRANSIT
Carrier UPS
Service GROUND
iShip Number MANEYZN 89WBTF
Tracking Number 1Z3374W50100023174
Ship Date Monday, November 22, 1999
Destination PROSSER, WA US
Expected Delivery Date Tuesday, November 23, 1999
Expected Delivery Time 12:00:00 PM
Last Scan 11/23/99 10:38:00 AM LOCATION SCAN KENNEWICK, WA US
395
396
Show me more details on this package
397
Add this tracking number to my Inbound Package Log
E-mail Notification:
398
Send the URL of this tracking info to e-mail recipients and/or request e-mail notification of delivery. Simply fill out names and corresponding e-mail addresses below, check the appropriate box and then click Submit
Help
Name:
E-mail address:
399-1b
399-2b
399-1a
#1 John Jadwin
johnj025@this_email.com
399-2a
#2 Sarah Lewis
sarah01@email.com
#3
Message:
400
401
Send notification when the package has been delivered
402
Send the URL of this tracking info
Having trouble?
Questions or comments?
TRUSTe
Back
Submit
Track Another
Reset
Done

FIG. 62

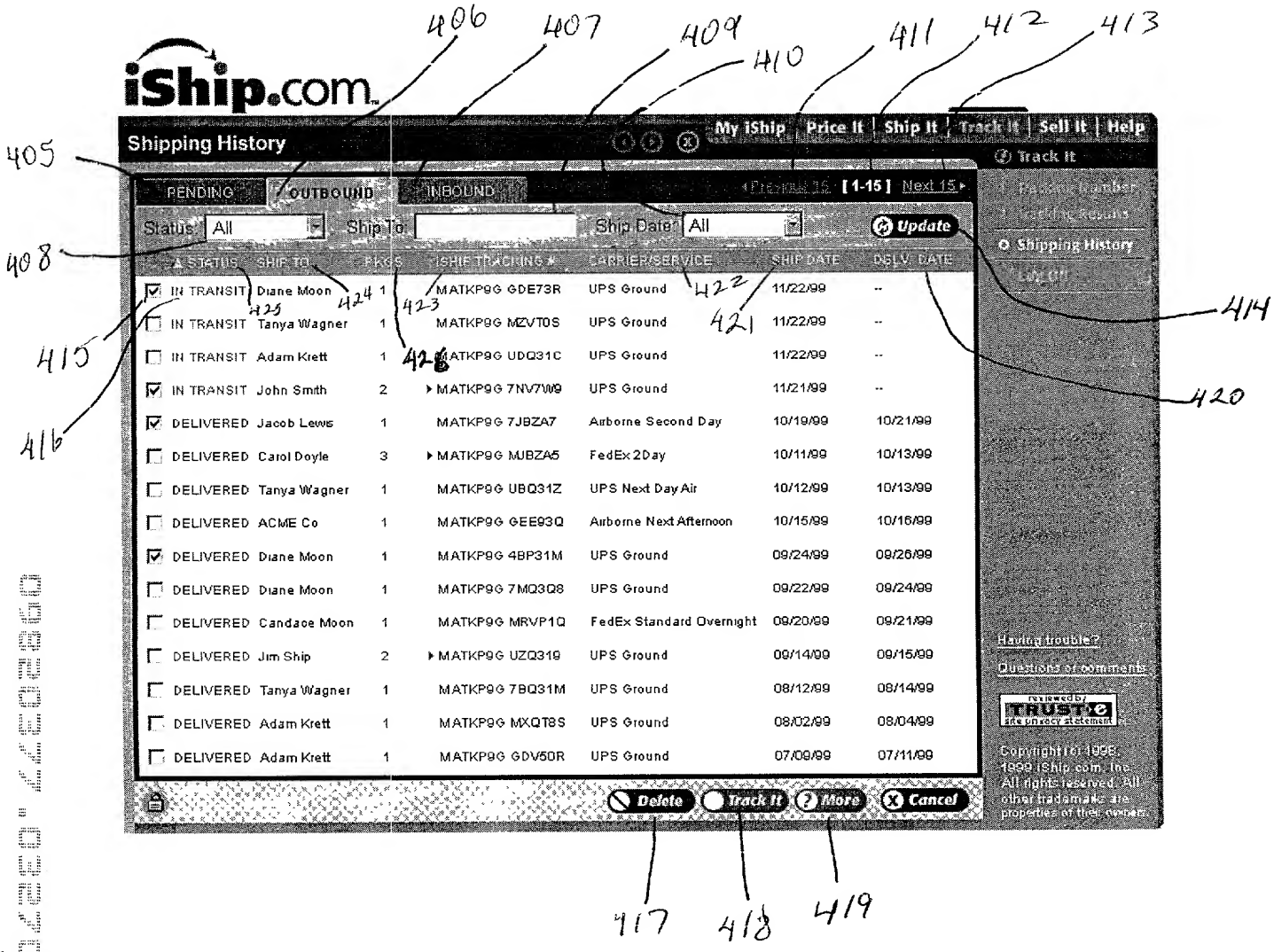


FIG. 63

U.S. Patent Jun. 30, 2009

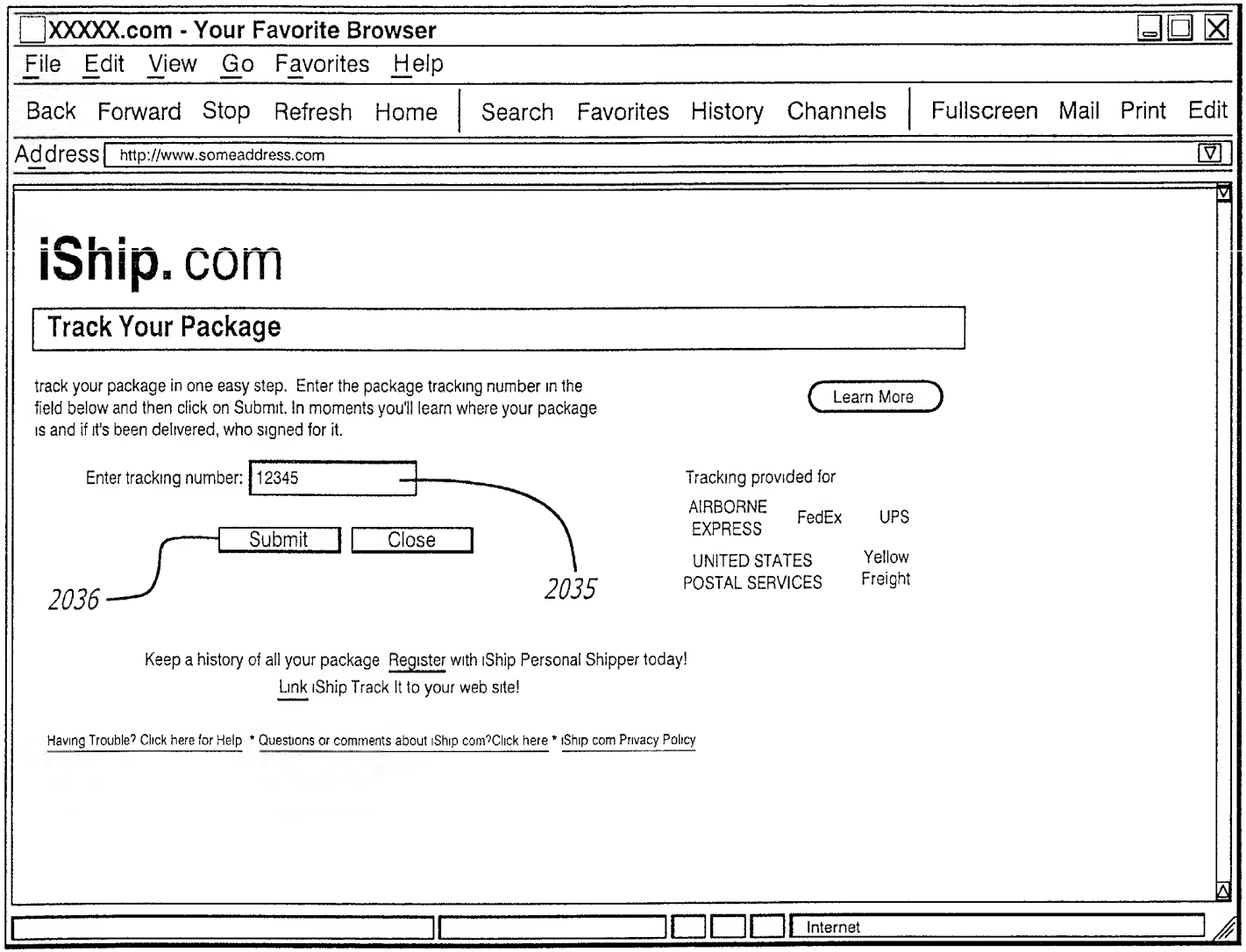
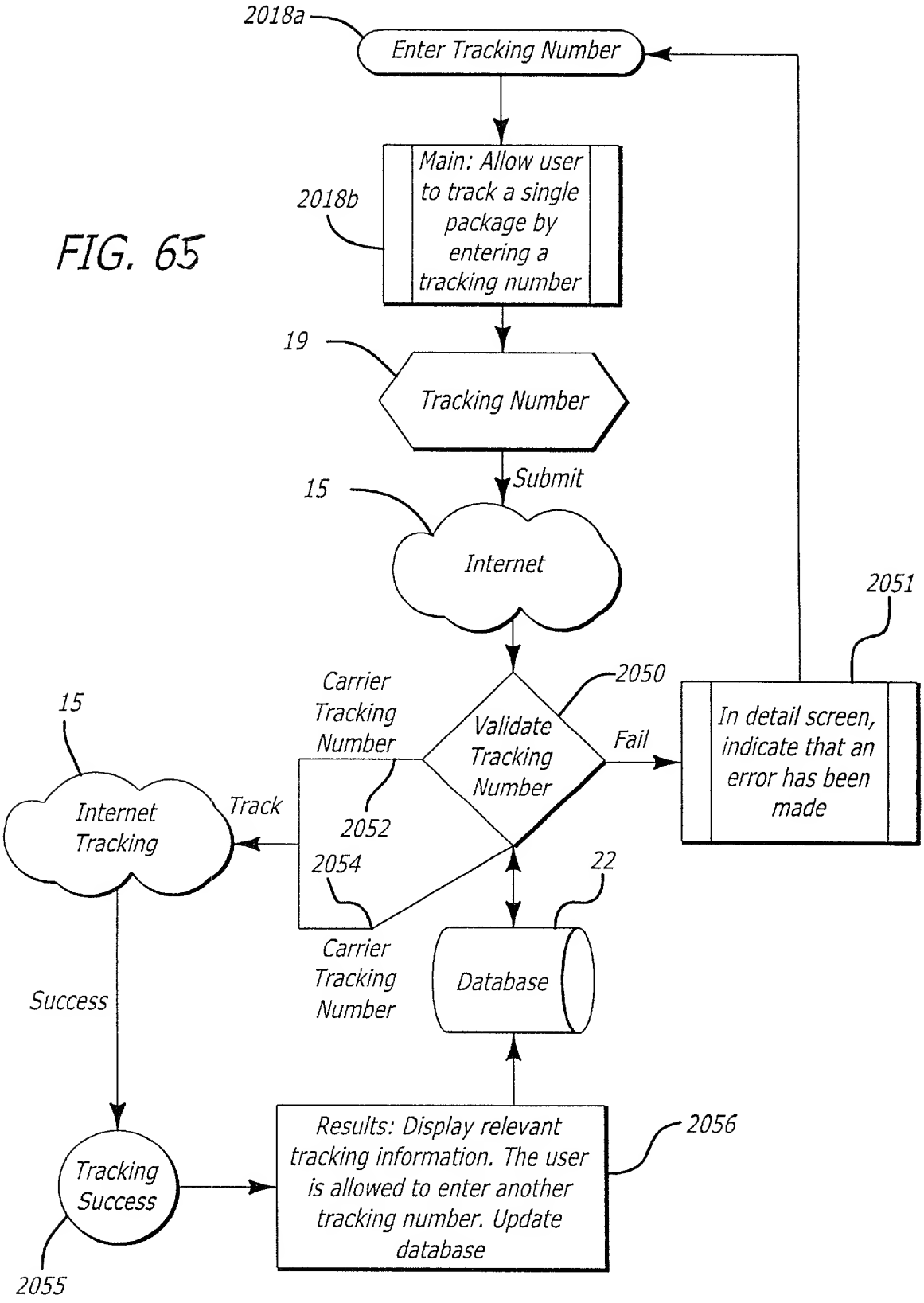

XXXXX.com - Your Favorite Browser
File Edit View Go Favorites Help
Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Print Edit
Address http://www.someaddress.com
iShip.com
Track Your Package
track your package in one easy step. Enter the package tracking number in the field below and then click on Submit. In moments you'll learn where your package is and if it's been delivered, who signed for it.
Learn More
Enter tracking number: 12345
Submit
Close
2036
2035
Tracking provided for
AIRBORNE EXPRESS
FedEx
UPS
UNITED STATES POSTAL SERVICES
Yellow Freight
Keep a history of all your package Register with iShip Personal Shipper today!
Link iShip Track It to your web site!
Having Trouble? Click here for Help * Questions or comments about iShip com?Click here * iShip com Privacy Policy
Internet

FIG. 64

FIG. 65


2018a
Enter Tracking Number
Main: Allow user to track a single package by entering a tracking number
2018b
19
Tracking Number
Submit
15
Internet
2051
2050
Carrier Tracking Number
Validate Tracking Number
Fail
In detail screen, indicate that an error has been made
15
Internet Tracking
Track
2052
2054
22
Carrier Tracking Number
Database
Success
Tracking Success
2055
Results: Display relevant tracking information. The user is allowed to enter another tracking number. Update database
2056

```
<iship.com.request xmins="x-schema:http://iship.com/api/schema/trackrequest.xmi"
transactionid="3855BD2185E111d3984400A0C9D6C226">
        <header mode="interactive">
                <version major="0" minor="1"/>
            <batch id="AE5E54F08E2311d3984900A0C9D6C226"
            url="http://shasta/api/track/trackresponse.asp" email="bob@iship.com"/>
        </header>
        <sigon sessionid="" userid="test" password="7777777"/>
        <trackit>
                <package sequencenumber="1">
                        <trackingnumber carrier="ups">
                                1Z1812530202075466
                        </trackingnumber>
                </package>
        </trackit>
        <logoff/>
</iship.corn.request>
```

FIG. 66

```
<iship.corn.response transactionid="3855BD2185E111d3984400A0C9D6C226">
        <status ishiprcode="0" signonrcode="0" trackitrcode="0" parsercode="0"
        systemrcode="0"/>
        <trackit>
                <package sequencenumber="1" packagercode="0">
                        <deliveredto></deliveredto>
                        <deliverylocation>LEFT AT 3S</deliverylocation>
                        <signedby>HOWARD</signby>
                        <lastscan>9/1/99 1:50:00 PM DELIVERY </lastscan
                        <status>Delivered</status>
                        <deliverytime>9/1/99 1:50:00 PM</deliverytime>
                        <carrier>UPS</carrier>
                        <service>2ND DAY AIR</service>
                        <shipdate>8/28/99 </shipdate>
                        <trackingnumber>1Z1812530202075466</trackingnumber>
                        <scanlocation>FORT HAMILTON, NY US</scanlocation>
                        <weight>400</weight>
                </package>
        </trackit>
<iship.com.response>
```

FIG. 67